



GROUP	MODEL
ELE	2021-2022MY Sorento HEV (MQ4 HEV)
NUMBER	DATE
282	April 2023

TECHNICAL SERVICE BULLETIN

SERVICE ACTION: MQ4 HEV LEAFLET

SUBJECT: **AND RESERVOIR CAP LABEL REPLACEMENT(SA524)**

This bulletin provides information to replace the hybrid motor coolant reservoir cap label and provide a leaflet on some 2021-2022MY Sorento HEV (MQ4 HEV) vehicles produced from September 17, 2021 through January 10, 2022. Follow the procedure outlined in this publication to provide a leaflet in the glovebox and replace the hybrid motor coolant reservoir cap label. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.



NOTICE

A Service Action is a repair program without customer notification that is performed during the warranty period. Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.

Repair status for a VIN is provided on WebDCS (Service → Warranty Coverage → Warranty Coverage Inquiry → Campaign Information). Not completed Recall / Service Action reports are available on WebDCS (Consumer Affairs → Not Completed Recall → Recall VIN → Select Report), which includes a list of affected vehicles.

This issue number is SA524.

Replacement Procedure:

1. Remove the existing coolant reservoir cap label (A) with a sharp blade.



! WARNING

Use extreme caution when removing old label as sharp blades can cause serious injury.

2. Attach the new label on the coolant reservoir cap.



Existing Label



New Label

3. Insert the leaflet in the glovebox with the owner's manual.

Leaflet includes:


- Changed coolant replacement cycle
- Coolant replenishment method
- Changed reservoir cap label
- Added diluted water description

SUBJECT: MQ4 HEV LEAFLET AND RESERVOIR CAP LABEL REPLACEMENT (SA524)

Affected Vehicle Range:

Model	Production Date Range
Sorento HEV (MQ4 HEV)	September 17, 2021 to January 10, 2022

Required Part:

Part Name	Part Number	Figure	Qty.
Leaflet + Reservoir Cap Label	25328 MQ4N0QQK		1

Note: Be sure to confirm part availability before scheduling customer visit and expedite warranty claim filing.

Warranty Information:

N Code: N99 C Code: C99

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	25328 B1000	0	(SA524) Leaflet + Reservoir Cap Label Replacement	230028R0	0.2 M/H	25328 MQ4N0QQK	1

 NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA524 when accessing the WebDCS system.

