



GROUP	MODEL
BOD	2023MY Sorento (MQ4a)
NUMBER	DATE
321	October 2023

TECHNICAL SERVICE BULLETIN

SERVICE ACTION: WINDSHIELD WATER RAIL GARNISH REPLACEMENT (SA551)

SUBJECT:

This bulletin provides information to replace the left (driver) windshield water rail garnish on certain 2023MY Sorento (MQ4a) vehicles produced from September 18, 2023 through September 21, 2023. The affected vehicles may have obtained a dimple on the left (driver) windshield water rail garnish during manufacturing process at the factory. Follow the procedure outlined in this publication to replace the left (driver) windshield water rail garnish on the applicable vehicle. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.



NOTICE

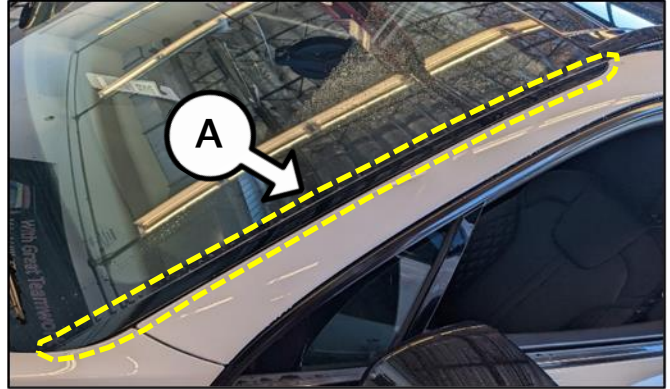
A Service Action is a repair program without customer notification that is performed during the warranty period. Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.

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

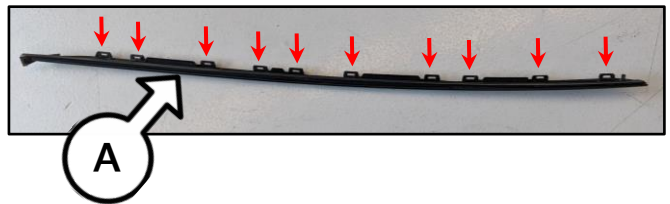
This issue number is SA551.

Replacement Procedure:

1. Identify the left (driver) windshield water rail garnish (A).
2. Using a non-marring trim tool, remove the left (driver) windshield water rail garnish (A).



3. Install the new windshield water rail garnish (A) by first inserting the bottom trim section, then, clip/secure the top trim clips using a closed fist.



4. Starting from the top, work down to the bottom of the trim to secure all (10) clips using a closed fist.




SUBJECT:

WINDSHIELD WATER RAIL GARNISH REPLACEMENT (SA551)**AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Sorento (MQ4a)	September 18, 2023 to September 21, 2023

REQUIRED PART:

Part Name	Part Number	Figure	Qty.
Garnish Assy-LH	86130 R5000		1

Note: DO NOT order this part for stocking purposes, related to this Service Action. Supply is very limited. Until supply stabilizes, please confirm part availability before scheduling customers. Please be sure to 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	86110 R5050	0	(SA551) Windshield Water Rail Garnish Replacement	231A34R0	0.2 M/H	86130 R5000	1

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA551** when accessing the KDealer+ system.

