



GROUP	MODEL
Voluntary Service Campaign	2023-2024MY Sorento (MQ4a, MQ4a PE)
NUMBER	DATE
SC298	March 2024

## VOLUNTARY SERVICE CAMPAIGN

SUBJECT:

### COWL WATER INTRUSION REPAIR (SC298)

This bulletin provides information to apply additional body seam sealer and also to inspect and, if necessary, replace the blower motor on certain 2023-2024MY Sorento (MQ4a) vehicles produced at Kia Georgia (KaGA) from October 25, 2023 through February 11, 2024. The HVAC (Heating, Ventilation, and Air Conditioning) system uses cooling and heating to help maintain a pleasant environment inside the vehicle. The blower motor controls the airflow for the HVAC system. Due to improper body seam sealer application at the HVAC fresh air intake, water may enter through the HVAC fresh air intake and onto the blower motor, potentially causing the blower motor to be noisy, operate more slowly, and eventually become inoperative. If this occurs, customers may experience reduced HVAC fan speed, noise and, in some cases, wet carpets. Follow the procedure outlined in this publication to apply additional body seam sealer to prevent potential water intrusion into the blower motor and also to inspect and, if necessary, replace the blower motor on the applicable vehicle. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.



#### NOTICE

**There is no charge to the vehicle owner for this repair.**

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.

A printed copy is for reference only; publication information can be updated at any time. Always refer to KGIS for the latest information. After logging in kdealer.com, the newest technical publications are listed in 'Service Releases' and has the latest service information that has been released.

**Inspection Procedure: (Blower Motor Operation)**

1. Press the engine 'START/STOP' button to the vehicle 'ON'.
2. Select the fan function (A) on the HVAC controller.



3. Cycle through the HVAC controller fan speeds (low → high).

- If normal the blower fan is operating normally (**OK**), proceed to the Cowl Sealer 'Repair Procedure' on page 3.
- If blower motor does not operate normally (**NG**), then record a KVID video starting from the VIN label on the door and then showing the **NG** condition of the blower motor. Proceed to step 4.



4. For a (**NG**) inspection result, complete the following steps:

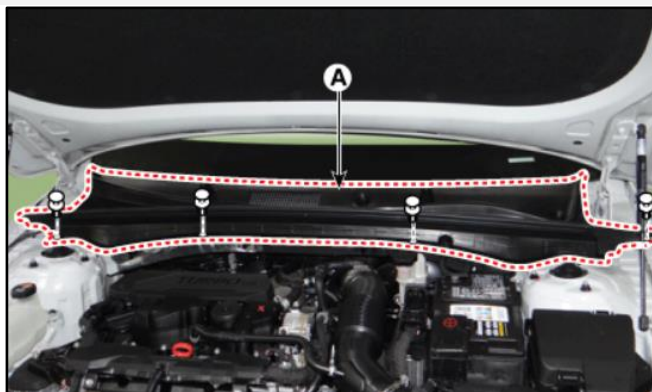
- Blower Motor 'Replacement Procedure' on page 4.
- Cowl Sealer 'Repair Procedure' on page 3.

SUBJECT:

## COWL WATER INTRUSION REPAIR (SC298)

**Repair Procedure: (Cowl Sealer Application)**

1. Remove the cowl top cover (A) by referring to "Body (Interior and Exterior) → Cowl Top Cover → Repair procedures" in the applicable Shop Manual on KGIS.



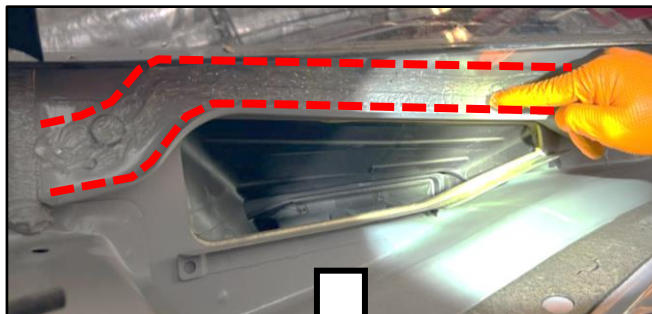
2. Using a clean cloth, wipe the target area outlined in red of any dirt/debris or moisture.



3. Apply a 2mm thick bead of body seam sealer on the target area as shown.



4. Using a disposable glove, spread the sealer evenly to fully cover the target area.



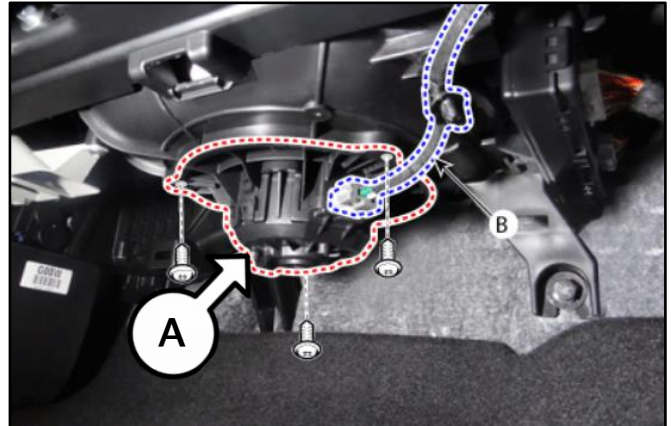
5. Reinstall all removed parts in reverse order of removal.



Replacement Procedure: **(Blower Motor)****ⓘ IMPORTANT**

A KVID video recording showing the VIN label on the door and then showing the **NG** condition on the blower motor is required for Blower Motor Replacement Labor Op 240A14R1. Claims will be subject to chargeback if a valid KVID video recording is not obtained as described in this TSB.

1. Replace the Blower Motor (A) by referring to "Heating, Ventilation and Air Conditioning → Blower → Blower Motor → Repair procedures" in the applicable Shop Manual on KGIS.



2. Reinstall all removed parts in reverse order of removal.
3. Confirm normal blower motor operation.



SUBJECT:

**COWL WATER INTRUSION REPAIR (SC298)**

**AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Sorento (MQ4a)	October 25, 2023 to February 11, 2024

**REQUIRED PART:**

Model	Part Name	Part Number	Figure	Qty.	Comments
All	Body Seam Sealer	UM024 CH277		N/A	Kia Chemicals <u>or</u> Locally Sourced
MQ4a	Blower Motor	97113 P4200		1	Refer to EPC
		97113 P2000			

**Note:** The body seam sealer tube can be used for up to 10 vehicles. The blower motor does not need to be replaced on every vehicle. The replacement part number will require a VIN entry for parts ordering. **DO NOT** order these parts for stocking purposes, related to this Campaign.

**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.
R	66700 R5000	0	(SC298) Body Seam Sealer Application + Blower Motor Inspection	240A14R0	0.4 M/H	N/A	0
			(SC298) Body Seam Sealer Application + Blower Motor Replacement	240A14R1	0.7* M/H	97113 P4200 <u>or</u> 97113 P2000	1

**Note:** Refer to [Warranty Bulletin 2024-10](#) for claim submission procedures. Manually enter sublet code 'X2' for reimbursement of one roundtrip rideshare expense or up to one (1) day of rental expense, with supporting documentation. Use sublet 'X1' with a maximum allowed amount of \$3.60 per vehicle for locally sourced body seam sealer.

\*A KVID video recording showing the VIN label on the door and then showing the NG condition on the blower motor is required for Blower Motor Replacement Labor Op 240A14R1. Claims will be subject to chargeback if a valid KVID video recording is not obtained as described in this TSB.

**NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SC298** when accessing the KDealer+ system.

