



GROUP	MODEL
BOD	2024MY Sorento (MQ4a PE)
NUMBER	DATE
330	August 2024

TECHNICAL SERVICE BULLETIN

SERVICE ACTION: REAR SPOILER LOWER TRIM INSPECTION/REPLACEMENT (SA584)

SUBJECT:

This bulletin provides the procedure to inspection and, if necessary, replace the rear spoiler lower trim on certain 2024MY Sorento (MQ4a PE) vehicles produced from February 13, 2024 through April 23, 2014. The rear spoiler lower trim may have become deformed during the manufacturing drying process which can result in a fitment gap exceeding 1mm between the upper and lower rear spoiler trims. Follow the procedure outlined in this publication to inspect and, if necessary, replace the rear spoiler lower trim 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.

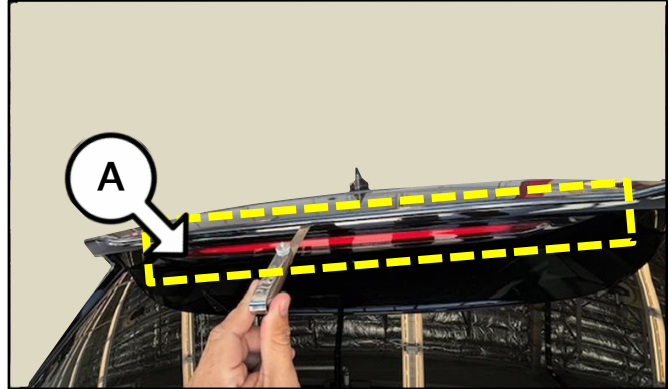
Repair status for a VIN is provided on KDealer+ (Service → Warranty Coverage → Warranty Coverage Inquiry → Campaign Information). Not completed Recall / Service Action reports are available on KDealer+ (Consumer Affairs → Not Completed Recall → Recall VIN → Select Report), which includes a list of affected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

This issue number is SA584.

Inspection Procedure:

1. Using a feeler gauge, set a thickness of 1mm.
2. Inspect for a gap between the upper and lower rear spoiler (A) panels along the outlined area shown.

Note: The feeler gauge should NOT be able to be inserted between the 2 panels.



- If the feeler gauge is able to be inserted between both of the spoiler panels exceeding more than 1mm (NG), attach a KVID video showing the VIN label and the NG condition before proceeding to the 'Replacement Procedure' on page 3.



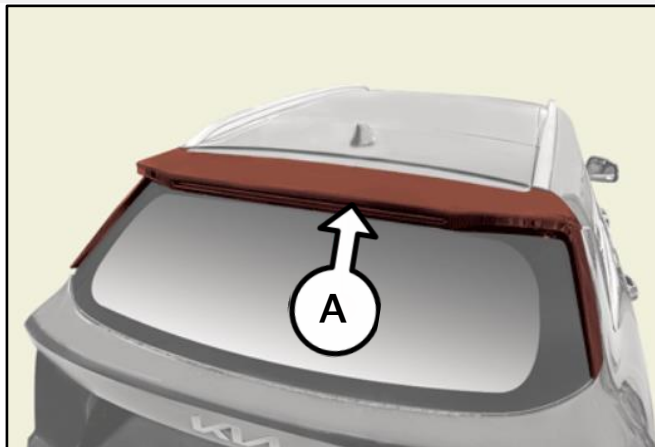
- If the feeler gauge is NOT able to be inserted between both of the rear spoiler panels using the 1mm setting (OK), no further action is required. Claim the inspection Op Code 240A2510.



SUBJECT:

REAR SPOILER LOWER TRIM INSPECTION/REPLACEMENT (SA584)**Repair Procedure:**

1. Remove the rear spoiler assembly (A) by referring to "Body (Interior and Exterior) → Body Side Molding → Rear Spoiler → Repair procedures" in the applicable Shop Manual on KGIS.



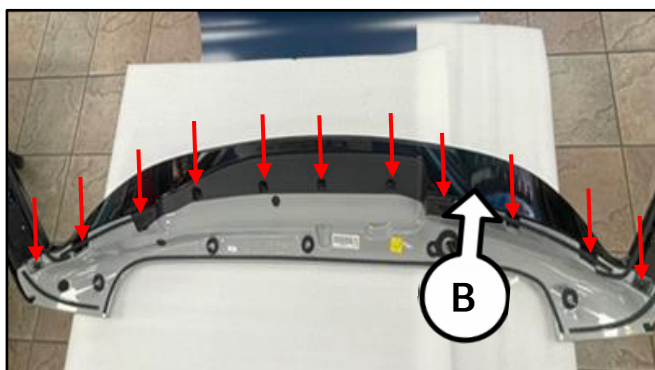
2. Remove the four (4) foam pads shown.

! CAUTION

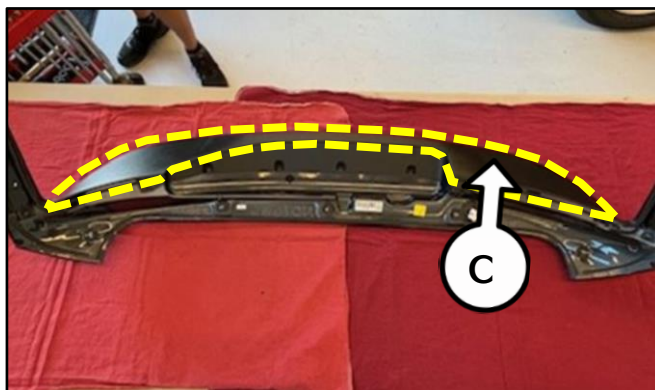
Carefully place the removed rear spoiler (A) face down over a clean cloth to protect the gloss painted surface.



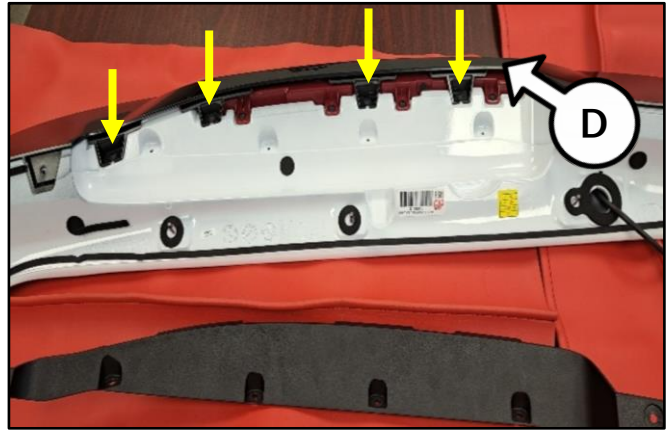
3. Loosen the eleven (11) lower spoiler trim (B) retaining screws.



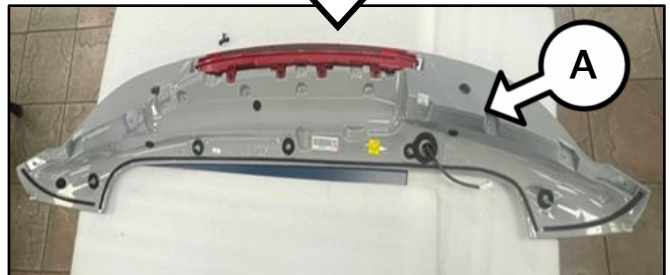
4. Using a non-marring trim removal tool, detach the inner cover (C) from the rear spoiler (A).



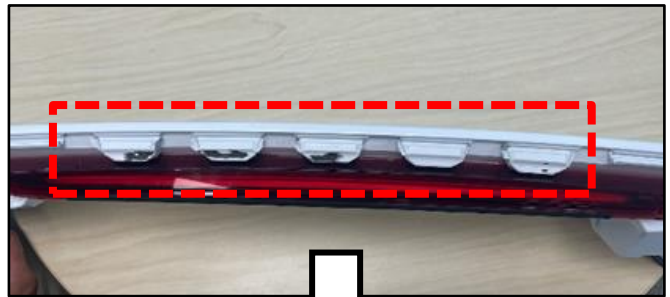
- 5. Loosen the four (4) lower trim cover (D) retaining screws.



- 6. Detach the lower trim cover (D) from the rear spoiler (A).



- 7a. Remove any remaining adhesive residue from the mounting surfaces.



- 7b. If needed, apply adhesive remover directly onto a soft/microfiber cloth and wipe off with light pressure to remove any residue from the mounting surfaces.



Note: Be sure to remove ALL adhesive residue from the mounting surface areas. Any remaining adhesive residue can prevent the new lower trim cover from properly adhering.

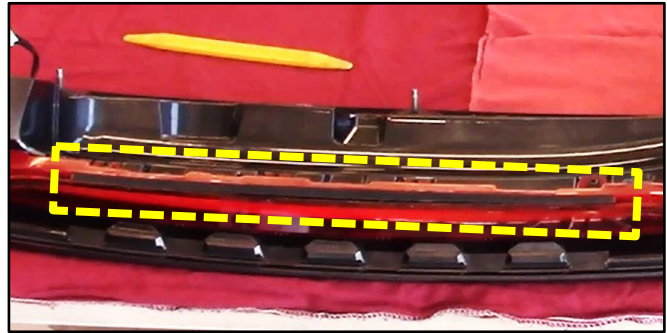


SUBJECT:

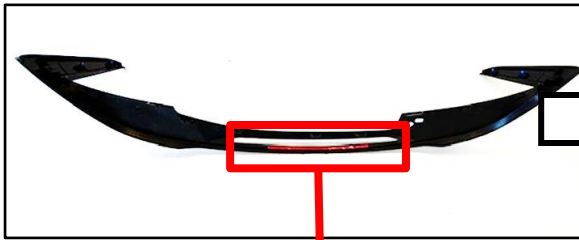
REAR SPOILER LOWER TRIM INSPECTION/REPLACEMENT (SA584)

ⓘ IMPORTANT

DO NOT remove the tape from the high mount stop light.

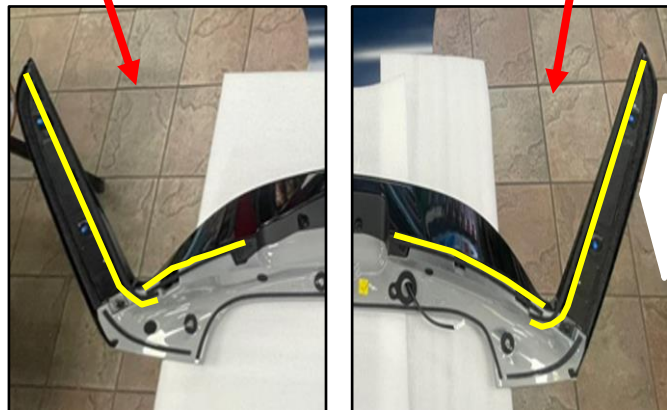


8. Install the 'new' lower trim cover (D) in reverse order of removal.



Note: Remove the double-sided tape cover prior installing the lower trim cover (D).

9. Adhere new foam tape in the locations shown.



10. Reinstall all removed parts in reverse order of removal.
11. Confirm normal operation.




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REAR SPOILER LOWER TRIM INSPECTION/REPLACEMENT (SA584)**AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Sorento (MQ4a PE)	February 13, 2024 to April 23, 2024

REQUIRED TOOL:

Tool Name	Part Number	Figure	Comments
Feeler Gauge	N/A		Locally Sourced

REQUIRED PART:

Part Name	Part Number	Figure	Qty.
Rear Spoiler Lower Trim	872A8 R5000QQK		1
Adhesive Remover	UM019 CH189		1

Note: Order Quantity will be controlled by a UIO% per dealer net submitted warranty claims. No VIN entry will be required. To keep the supply of parts flowing, please be sure to expedite warranty claim filing. As supply becomes more available, the maximum order quantity limit may be increased or removed.

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	87210 R5500	0	(SA584) Inspection Only (OK)	240A25IO	0.2 M/H	N/A	0
			(SA584) Inspection (NG) + Spoiler Trim Replacement	240A25R0*	0.7 M/H	872A8 R5000QQK	1

*A KVID Video recording of the **NG** condition is required for labor op 240A25R0. If a KVID video for the **NG** condition is not created as described in this TSB, Warranty claim submission issues will occur. All claims are subject to review and Warranty chargeback. Use sublet code 'X1' with a maximum allowed amount of \$0.90 per vehicle for locally sourced adhesive remover.

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA584** when accessing the KDealer+ system.