



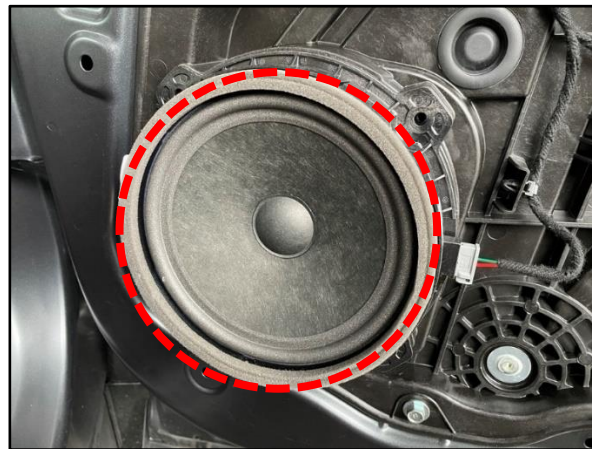
| | |
|--------|------------------------|
| GROUP | MODEL |
| ELE | 2024MY Sportage (NQ5a) |
| NUMBER | DATE |
| 356 | October 2024 |

TECHNICAL SERVICE BULLETIN

SERVICE ACTION: FRONT DOOR SPEAKER INSPECTION/REPLACEMENT (SA588)

SUBJECT:

This bulletin provides information to inspect and, if necessary, replace the front door speaker(s) on certain 2024MY Sportage (NQ5a) vehicles produced from November 8, 2023 through May 28, 2024, which may exhibit no or poor sound quality (ex. rattle, static, crackling and/or scratching). Improper bonding pressure between the shell pot and the magnet of the front door speaker may reduce sound quality in one or both of the front door speaker(s). Follow the procedure outlined in this publication to inspect and, if necessary, replace the front door speaker(s) 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 SA588.

Inspection Procedure: (Sound Quality Test)

IMPORTANT

Both left and right front door speakers will need to be inspected independently following the inspection procedure outlined below.

1. Use a wired device with a manufacturer's genuine cable to play audio via Apple CarPlay®/Android Auto™.

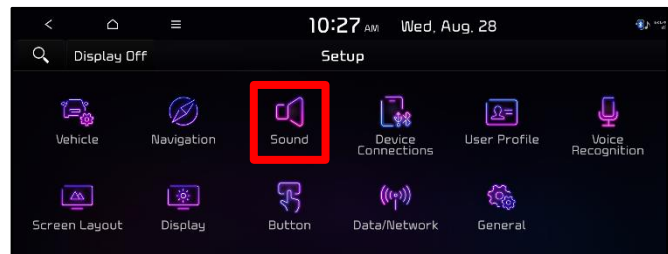
NOTICE

Ensure there are no loose items in the front door pockets/containers prior to performing the sound quality test. Loose items may create unnecessary noise during the test.

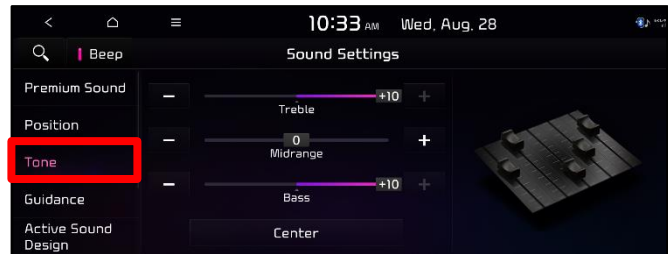
2. Select 'Setup'.



3. Select 'Sound'.

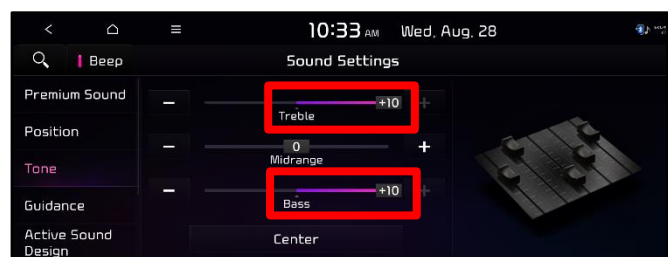


4. Select 'Tone'.



- 5a. Adjust the 'Treble' to '+10'.

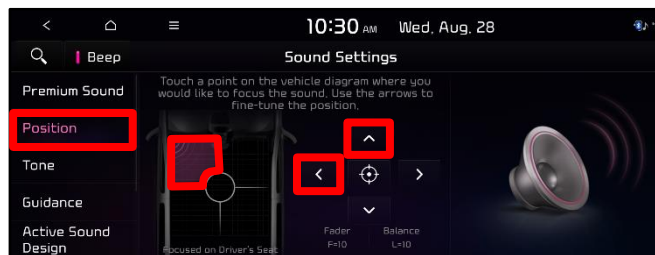
- 5b. Adjust the 'Bass' to '+10'.



SUBJECT:

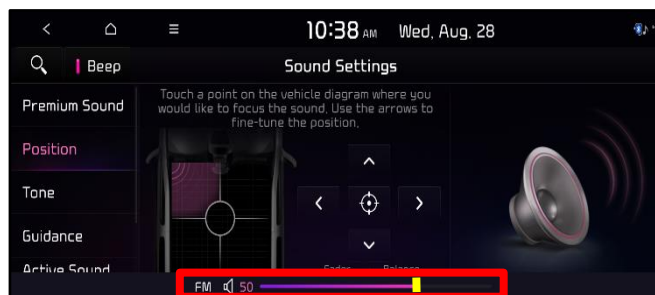
FRONT DOOR SPEAKER INSPECTION AND REPLACEMENT (SA588)

6. Select 'Position'.
7. Select the 'LEFT' (<) and 'UP' (^) arrows to adjust the 'Fader' and 'Balance' to 'Front Left' position.



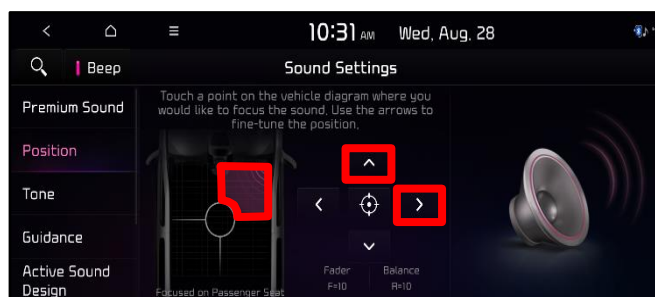
- 8a. Adjust the volume to an elevated volume level.

- If the left front door speaker plays sound with no rattling, static, crackling, or scratching (OK), proceed to step 8b to inspect the right front speaker.
- If the left front door speaker does not play sound, makes rattling, static, crackling, or scratching sounds (NG), proceed to the step 8b to inspect the right front speaker.



- 8b. Select the 'RIGHT' (>) and 'UP' (^) arrows to adjust the 'Fader' and 'Balance' to 'Front Right' position.

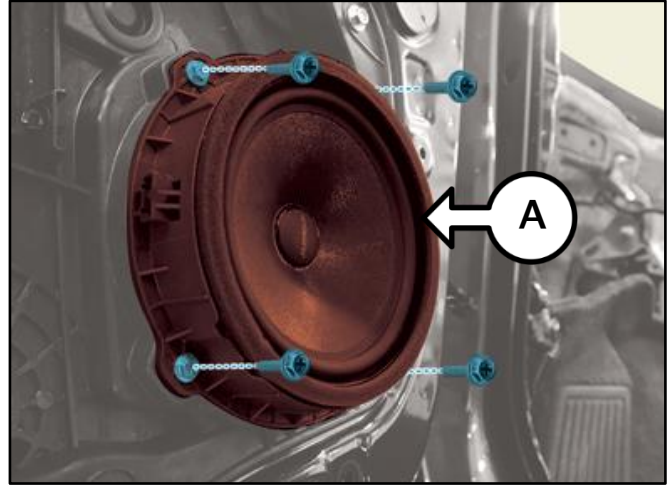
- If the right front door speaker plays sound with no rattling, static, crackling, or scratching (OK), no further action is required. Claim inspection only labor op 240A3210.
- If the left or right front door speaker(s) does not play sound or makes rattling, static, crackling, or scratching sounds (NG), then proceed to the 'Replacement Procedure' on page 4. Claim labor op code 240A32R0.
- If both left and right front door speakers do not play sound, makes rattling, static, crackling, or scratching sounds (NG), then proceed to the 'Replacement Procedure' on page 4. Claim labor op code 240A32R1.



Replacement Procedure:

1. Disconnect the negative (-) battery terminal.

2. Replace the left and/or right front door speaker(s) (A) by referring to “Body Electrical System → Audio/AVNT System → Speaker → Removal and Installation → [Front Door Speaker]” in the applicable Shop Manual on KGIS.



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


4. Confirm normal operation by performing the ‘Inspection Procedure: (Sound Quality Test)’ for three (3) minutes.

SUBJECT: FRONT DOOR SPEAKER INSPECTION AND REPLACEMENT (SA588)

AFFECTED VEHICLE RANGE:

| Model | Production Date Range |
|-----------------|----------------------------------|
| Sportage (NQ5a) | November 8, 2023 to May 28, 2024 |

REQUIRED PART:

| Part Name | Part Number | Figure | Qty. |
|------------------|-------------|-------------------------------------------------------------------------------------|------|
| Speaker Assembly | 96330 P1200 |  | 1 |

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 | 96330 P1200 | 0 | (SA588) Speaker Sound Inspection (OK) (Both Sides) | 240A32IO | 0.3 M/H | N/A | 0 |
| | | 1 | (SA588) Speaker Sound Inspection (NG) (One Side) + Speaker Replacement (LH or RH) | 240A32RO | 0.5 M/H | | |
| | | 2 | (SA588) Speaker Sound Inspection (NG) (Both Sides) + Speaker Replacement (LH and RH) | 240A32R1 | 0.6 M/H | | |

Note: For Substitute Transportation policy, please refer to Service Policy and Procedures Manual (SPPM) 6.11 "Kia Substitute Transportation".

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA588** when accessing the KDealer+ system.

