



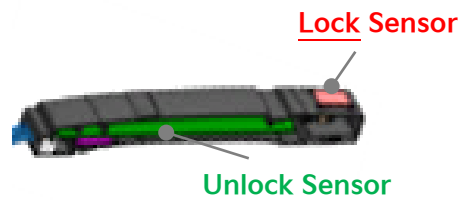
GROUP	MODEL
BOD	2025MY Sorento PHEV, HEV (MQ4 P/HEV) w/Capacity Touch Door Handles
NUMBER	DATE
331	November 2024

TECHNICAL SERVICE BULLETIN

SERVICE ACTION: FRONT OUTER DOOR HANDLE UNLOCK SENSOR (SA587)

SUBJECT:

This bulletin provides the procedure to improve the moisture seal both (LH and RH side) outer front door handles on certain 2025MY Sorento PHEV and HEV (MQ4 P/HEV) vehicles equipped with capacitive touch door handles, produced from April 15, 2024 through July 8, 2024. The affected vehicles may intermittently exhibit an inability to 'unlock' the front doors using the capacity touch door handle feature. When the outer front door handle gets wet, moisture may become trapped between the door handle grip body and the unlock touch sensor element which can reduce the touch input sensitivity. The front door(s) can be unlocked using the key fob if the door handle unlock touch sensor does not respond. Follow the procedure outlined in this publication to apply double-sided tape between the front door handle unlock touch sensor and cover on the applicable vehicles. 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 SA587.

Repair Procedure:

1. Remove the outer front door handle (A) by referring to "Body (Interior and Exterior) → Front Door → Front Door Outside Handle → Repair Procedures" (steps 1 - 5 ONLY) in the applicable Shop Manual on KGIS.

Note: **DO NOT** let the detached door handle female connector (B) harness coming from the door to drop inside of the door panel.

2. Clip the door handle female connector (B) to the clip retaining tab (C).

NOTICE

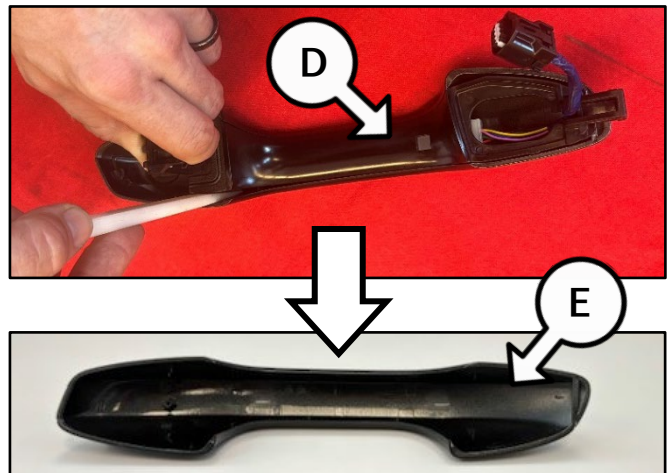
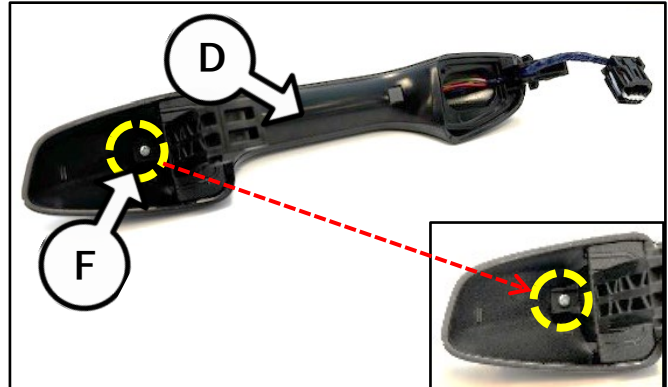
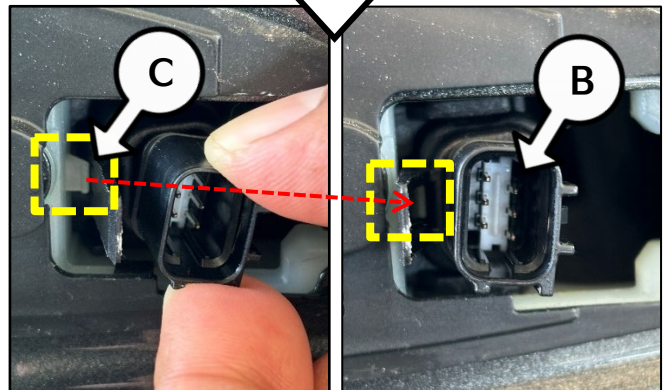
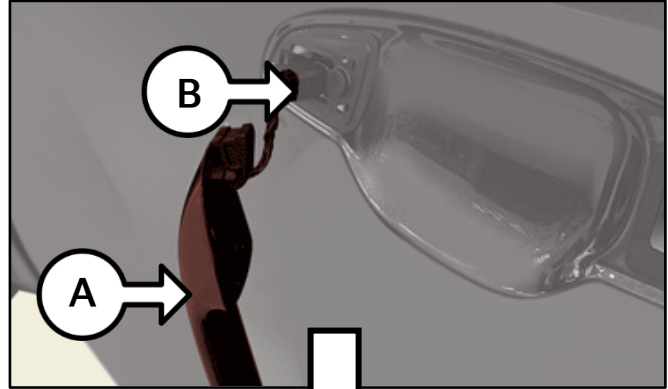
The clip retaining tab (C) secures and prevents the connector (B) harness from dropping inside of the door panel.

3. Using a small Phillips screwdriver, loosen the door handle grip (D) and cover (E) retaining screw (F).

CAUTION

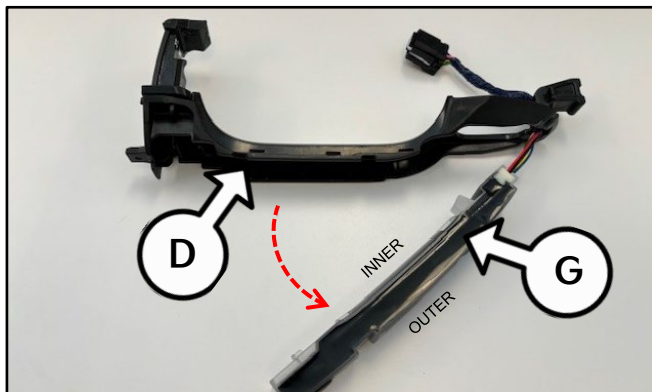
Wrap the surface of the outer door handle cover with masking tape or place over a clean cloth to protect the painted surface from scratches.

4. Using a trim removal tool, carefully detach the handle grip cover (E) from the grip body (D).



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5. Using a trim removal tool, detach the door handle touch sensor (G) from the door handle grip body (D).



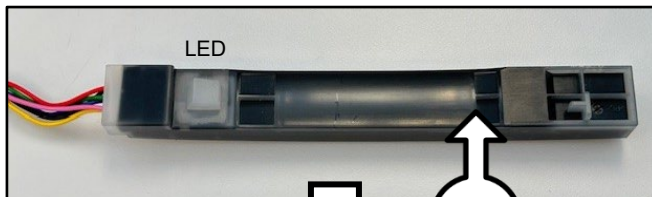
6. Thoroughly wipe the inner surface of the door handle touch sensor (G) using a clean cloth.

Note: Inner side has the LED lighting (H).

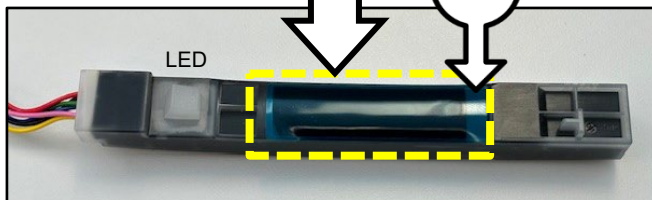


7. Adhere one side of the double-sided tape to inner surface of the door handle touch sensor (E) in the area shown.

Note: Use even and firm downward pressure to ensure proper adhesion.

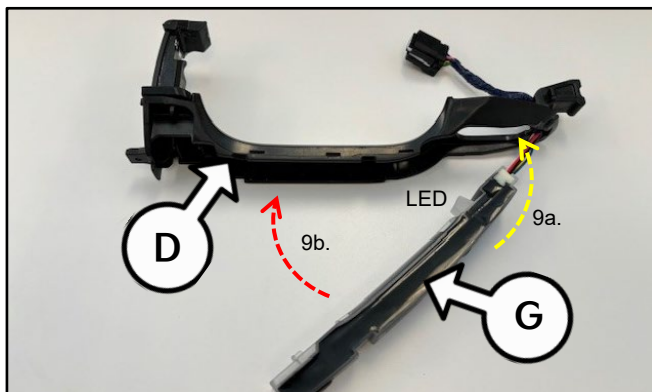


8. Remove the second protective layer from the double-sided tape and be sure not to touch or expose it to any debris.



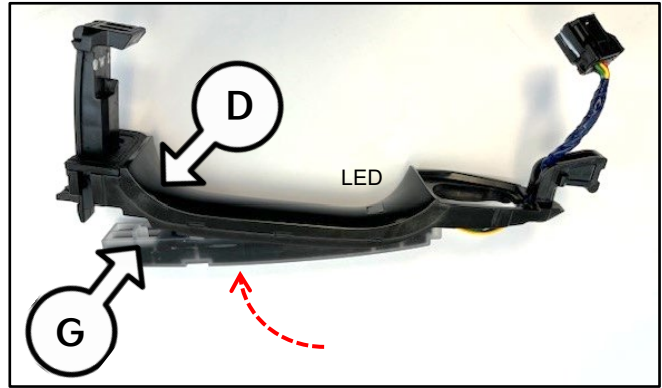
- 9a. Slide the door handle touch sensor (G) harness through the handle grip (D) all the way up to the untaped section.

- 9b. Align the LED lighting to the handle grip opening before adhering.

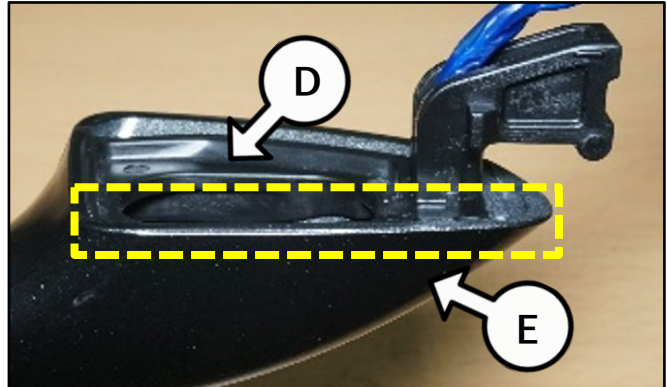


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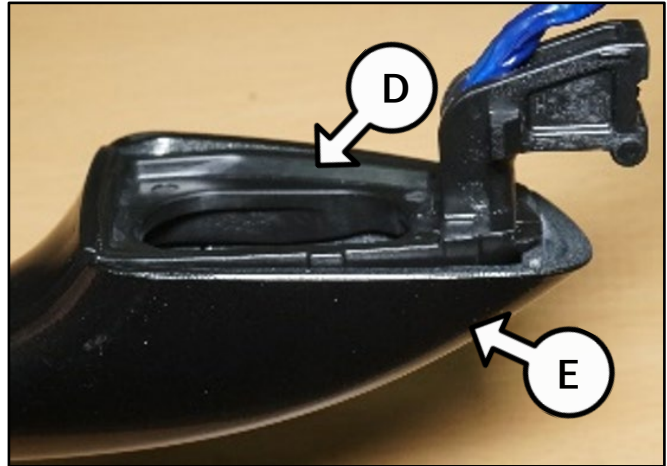
- 10. Attach and adhere the door handle touch sensor (G) onto the handle grip.



- 11. Reattach the outer cover (E).
- 12. Verify that the door handle grip body and cover are flush and properly assembled.



Note: There should be NO visible gaps between the door handle grip body (D) and the outer cover (E).



- 13. Reinstall the assembled front door handle in reverse order of removal.
- 14. Repeat steps 1-13 for the opposite side (LH or RH) outer front door handle.
- 15. Confirm normal operation.




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AFFECTED VEHICLE RANGE:

Model	Production Date Range
25 Sorento PHEV, HEV (MQ4 P/HEV)	April 15, 2024 to July 8, 2024

REQUIRED PART:

Part Name	Part Number	Figure	Qty.
Touch Sensor Double-Sided Tape	82651 30000QQK		1

Note: The replacement part numbers will require a VIN entry for parts ordering. DO NOT order these parts 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	82651 P2000	0	(SA587) Front Outer Door Handle Repair	240125R0	0.5 M/H	82651 30000QQK	1

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA587 when accessing the KDealer+ system.

