



GROUP	MODEL
<b>Voluntary Service Campaign</b>	<b>2024-2025MY Sorento (MQ4a)</b>
NUMBER	DATE
<b>SC339</b>	<b>April 2025</b>

## VOLUNTARY SERVICE CAMPAIGN

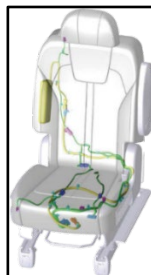
### **RIGHT-HAND 2<sup>ND</sup>-ROW SEAT WIRING HARNESS INSPECTION/REPLACEMENT AND REROUTE (SC339)**

SUBJECT:

This bulletin provides instructions to 1) inspect the right-hand 2nd-row seat cushion wiring harness and, if necessary, replace the wiring harness and 2) reroute the wiring harness and install additional protective covering to prevent damage to the wiring in certain 2024-2025 model year Sorento (MQ4a) vehicles equipped with heated 2nd-row captain's chairs produced between December 7, 2023, and January 29, 2025.

If sufficient weight is applied to the bottom seat cushion of the right-hand 2nd-row Captain seat, the seat cushion wiring harness may come into contact with a bracket located under the seat. Contact with this bracket over time may damage the wiring harness. If a passenger enters the vehicle and sits in the right-hand 2nd-row captain seat with a damaged wiring harness, inadvertent activation of the "walk-in seat" feature may occur, or the right-hand 2nd-row seat belt reminder indicator and chime may continuously activate even if the seat belt is buckled.

Follow the procedure outlined below to 1) inspect and, if needed, replace the right-hand 2nd-row seat wiring harness, and 2) reroute the wiring harness and apply Tesa® Tape to areas where the wiring harness may come into contact with the Heater ECU Bracket. Ensure the vehicle is listed among the affected VINs before beginning the procedure.

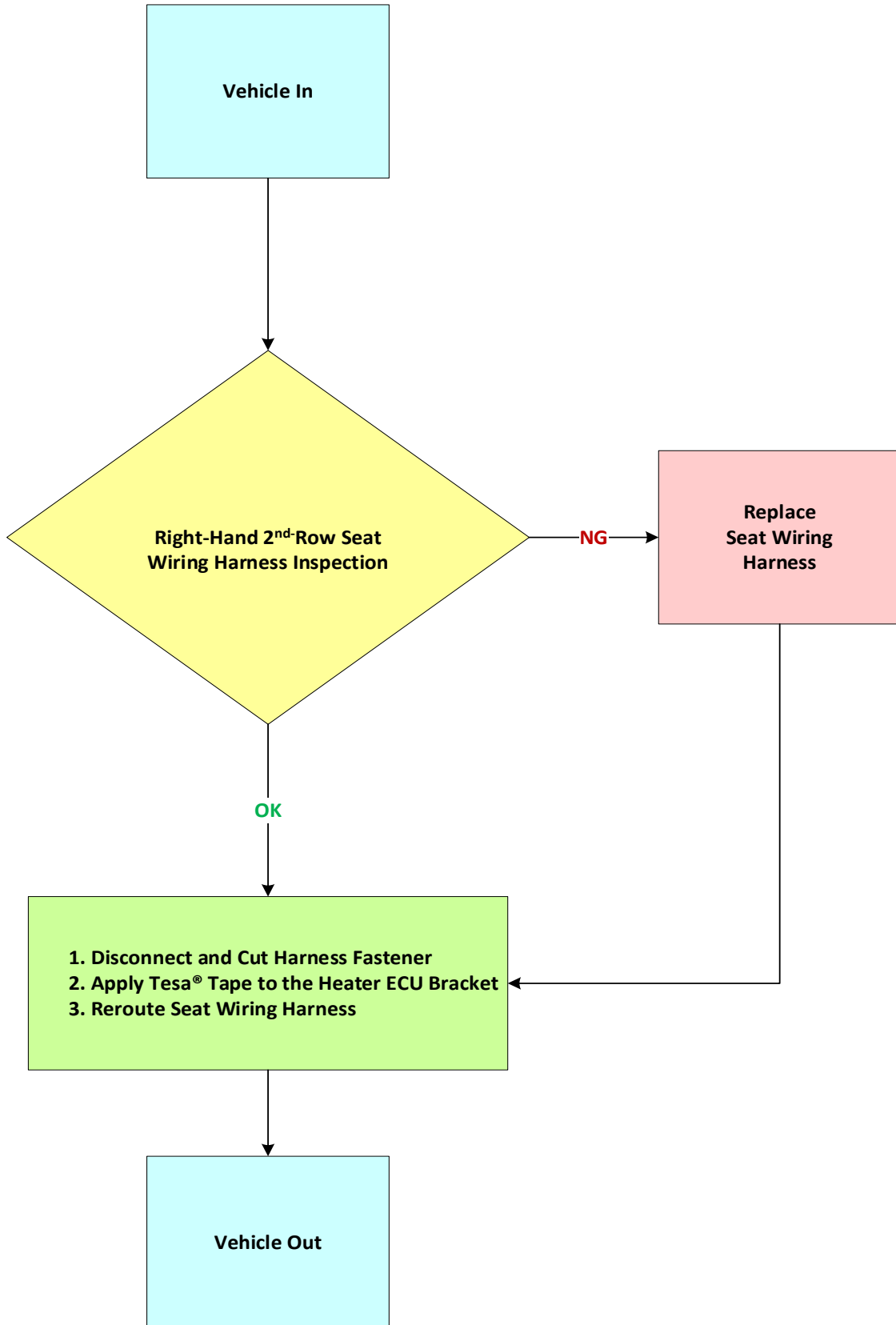


#### **NOTICE**

**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 SC339.**

Flowchart:



SUBJECT:

RH 2<sup>ND</sup>-ROW SEAT WIRING HARNESS INSPECTION & REPAIR/REPLACEMENT (SC339)**Inspection Procedure:**

1. Press down towards the floor of the vehicle to release the J-clip from the corner of the seat cushion.

**NOTICE**

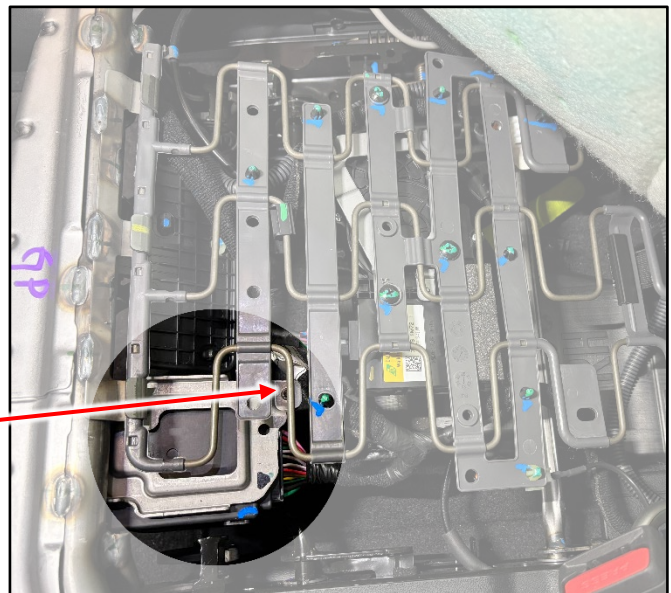
Seat removal is not required for inspection and repair.



2. Lift the front corner of the cushion and detach it from the seat frame.



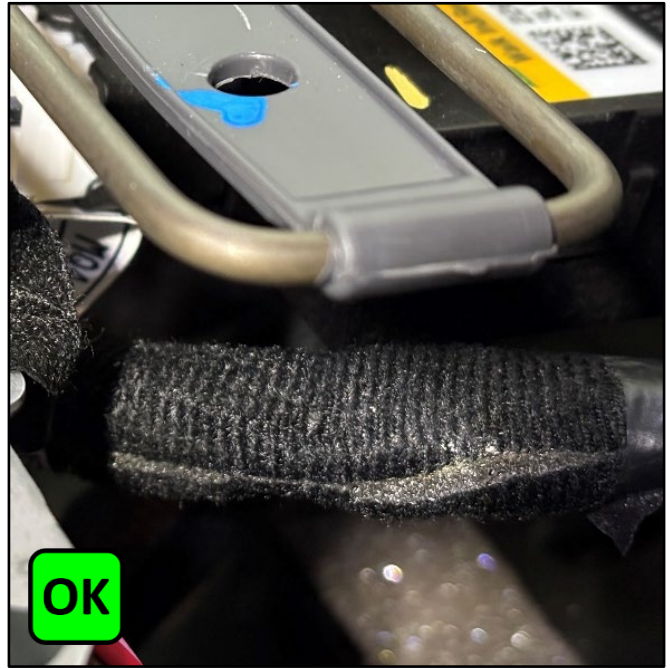
3. Look under the seat cushion foam to locate the heater ECU bracket and the wiring harness for inspection (A).



4. Inspect the wiring harness insulation covering for damage.

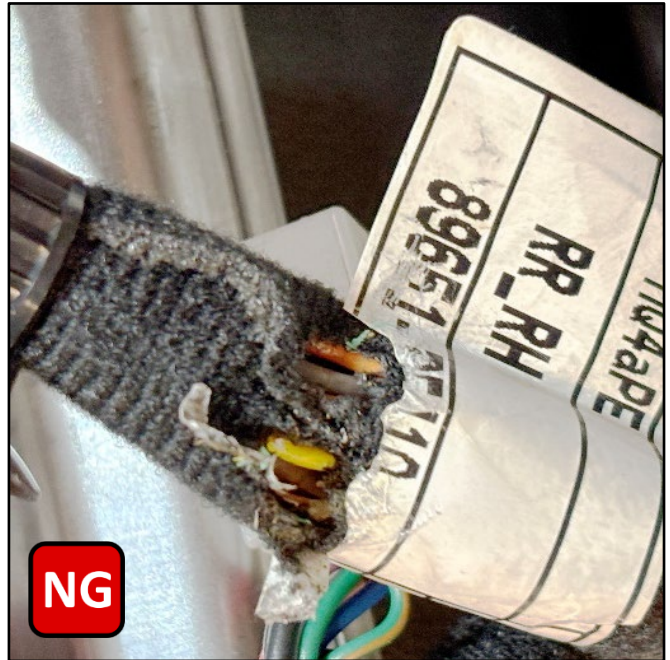
**OK Condition** - Proceed to the 'Repair Procedure' (Wire Harness Rerouting & Retaining Clip Cutting) on page 5.

- No insulation damage is present or minimal insulation cloth rubbing is visible (**Wiring is not visible**).



**NG Condition** - Proceed to replace the seat wire harness 'Replacement Procedure' (Seat Wiring Harness) on page 7.

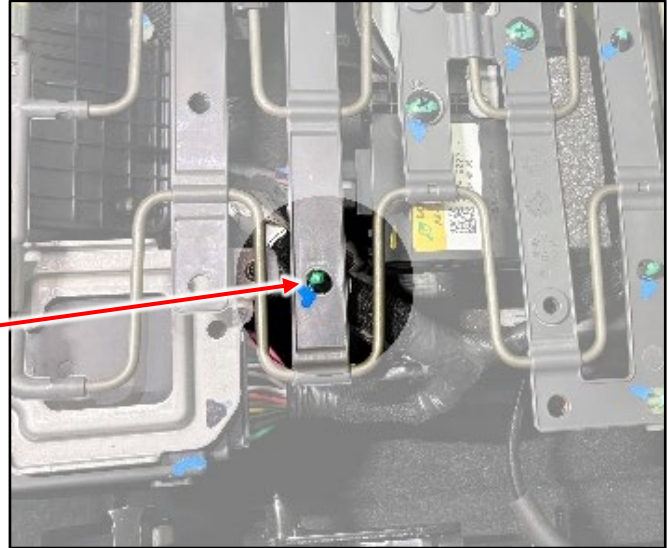
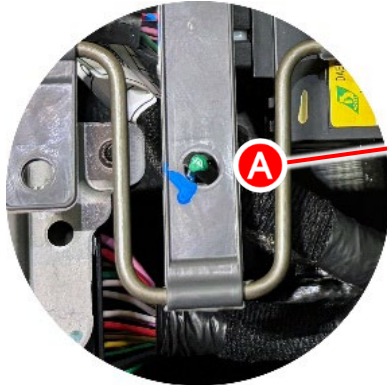
- Torn or cut through insulation cloth covering (**Wiring is visible**) or/and damaged wires/copper exposed.



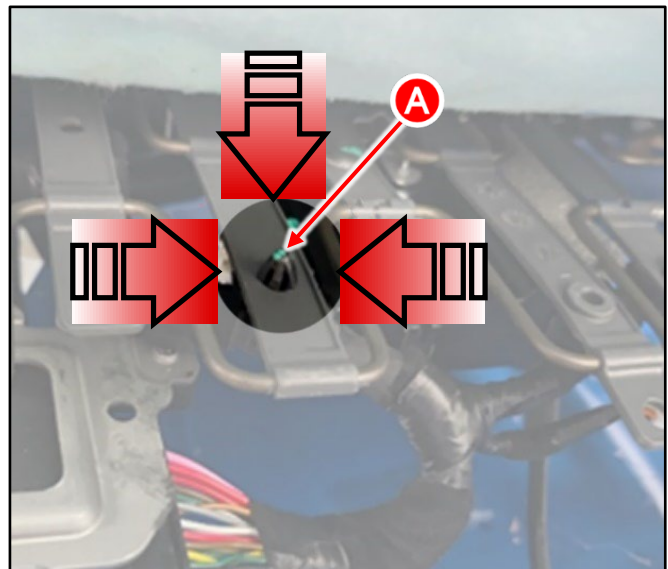
SUBJECT:

RH 2<sup>ND</sup>-ROW SEAT WIRING HARNESS INSPECTION & REPAIR/REPLACEMENT (SC339)**Repair Procedure (Wire Harness Rerouting and Retaining Clip Cutting):**

1. Locate the seat wiring harness retaining clip (A) shown, secured to the seat frame.



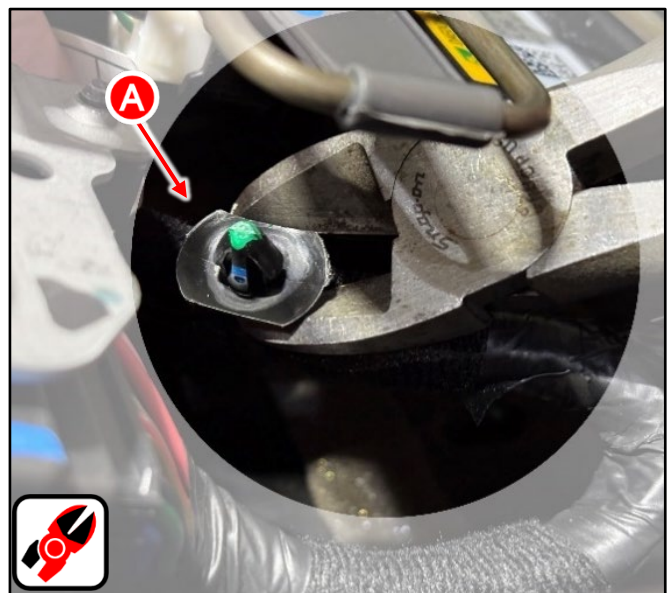
2. Press the sides together of the wiring harness retaining clip (A) and push it out of the seat frame.



3. Cut the clip (A) from the seat wiring harness using diagonal cutters.

**CAUTION**

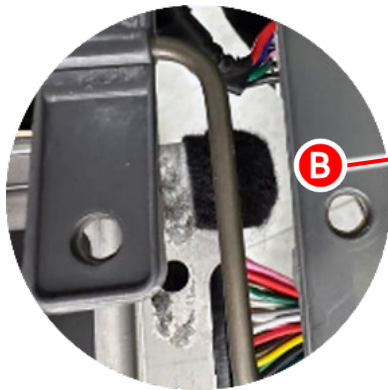
Ensure the diagonal cutters are positioned above the locking tab before cutting the wiring harness retaining clip. Be careful not to cut the harness.



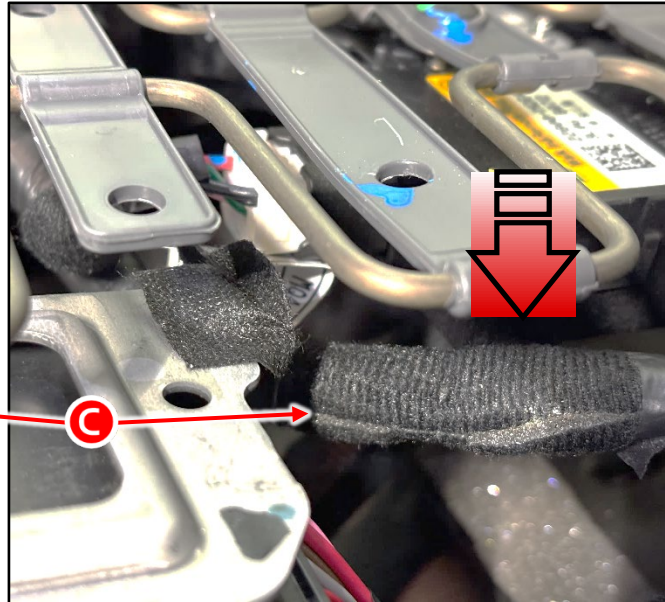
- 4. Cut a piece of Tesa® Tape 2 inches long.



- 5. Adhere the Tesa® Tape (B) over the end of the bracket, ensuring it covers both sides of the heater ECU mounting screw and the metal bracket.



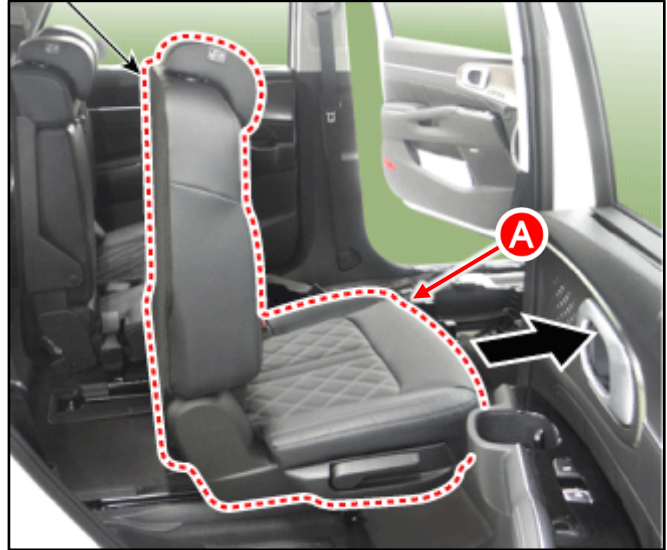
- 6. Route the wire harness (C) under the end of the heater ECU bracket and provide sufficient clearance from both the seat frame and the heater ECU bracket.



- 7. Reinstall the seat bottom cover in the reverse order of removal.

**Replacement Procedure (Seat Wiring Harness):**

1. Remove the right-hand 2<sup>nd</sup>-row rear seat assembly (A) by referring to “Body (Interior and Exterior) → Seat - Rear → Rear Seat Assembly → Repair Procedures” in the applicable Shop Manual on KGIS.



2. Remove the seat cushion (B) by referring to “Body (Interior and Exterior) → Seat - Rear → Rear Seat Cushion Cover → Repair Procedures” in the applicable Shop Manual on KGIS.

**NOTICE**

Place the seat assembly on a clean tabletop surface.



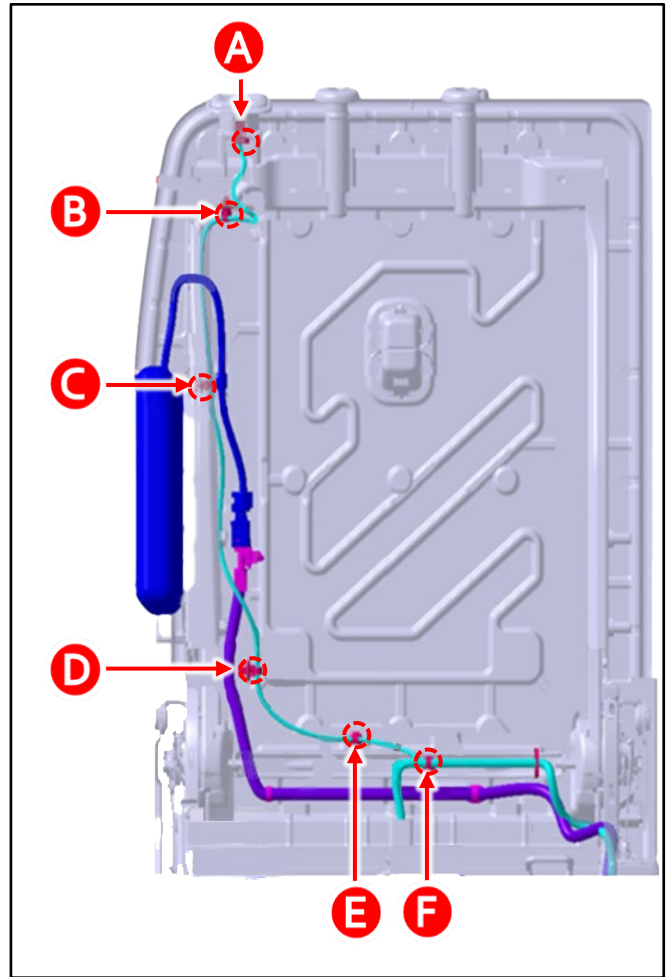
3. Remove the seat back cushion (C) by referring to “Body (Interior and Exterior) → Seat - Rear → Rear Seat Back Cover → Repair Procedures” in the applicable Shop Manual on KGIS.



4. Release the seat wire harness fasteners (A - F) and detach the wiring harness from the seat back frame.

**CAUTION**

Clips may be cut or damaged during removal, as they are not required for reuse.



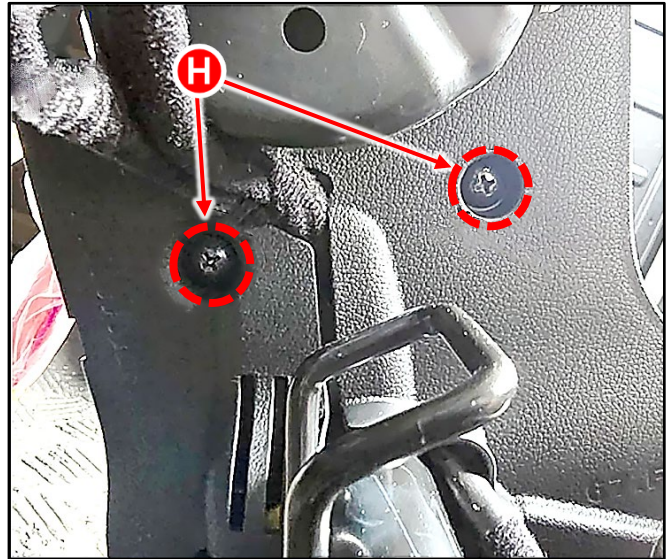
5. Cut the zip tie (G) to release the seat wiring harness from the seat frame.



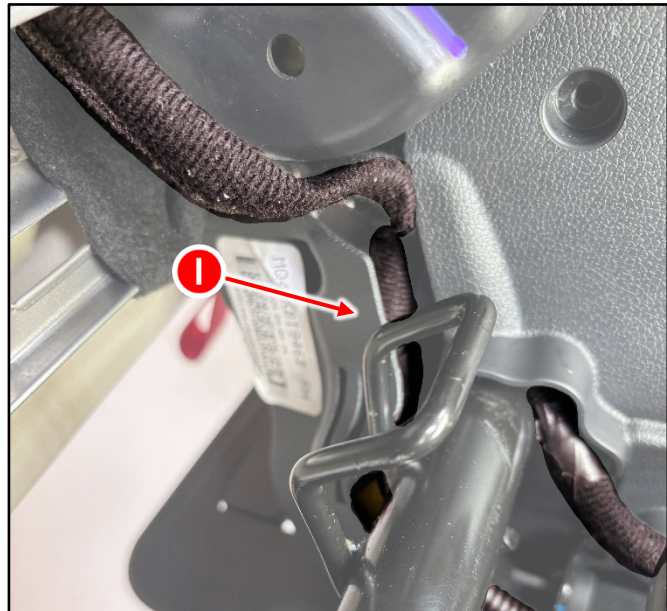
SUBJECT:

RH 2<sup>ND</sup>-ROW SEAT WIRING HARNESS INSPECTION & REPAIR/REPLACEMENT (SC339)

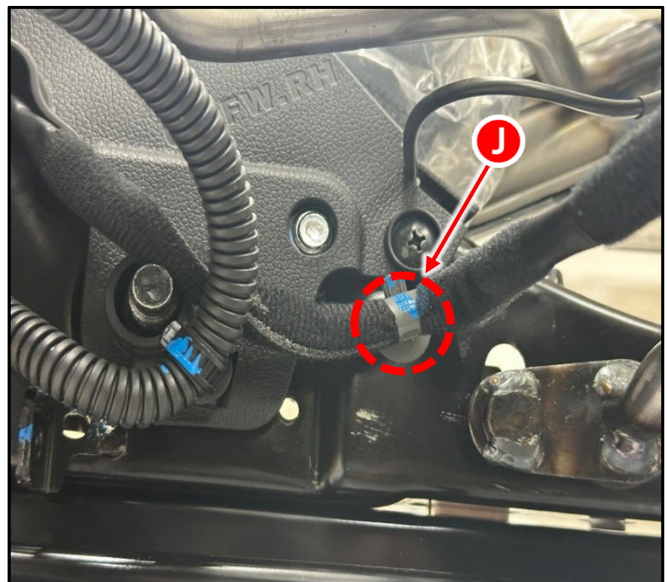
6. Loosen the side inner shield cover screws (H).



7. Lift the side of the inner shield cover (I) to create sufficient space for the removal of the wiring harness.



8. Detach the wiring harness fastener (J) from the left side of the bottom frame.



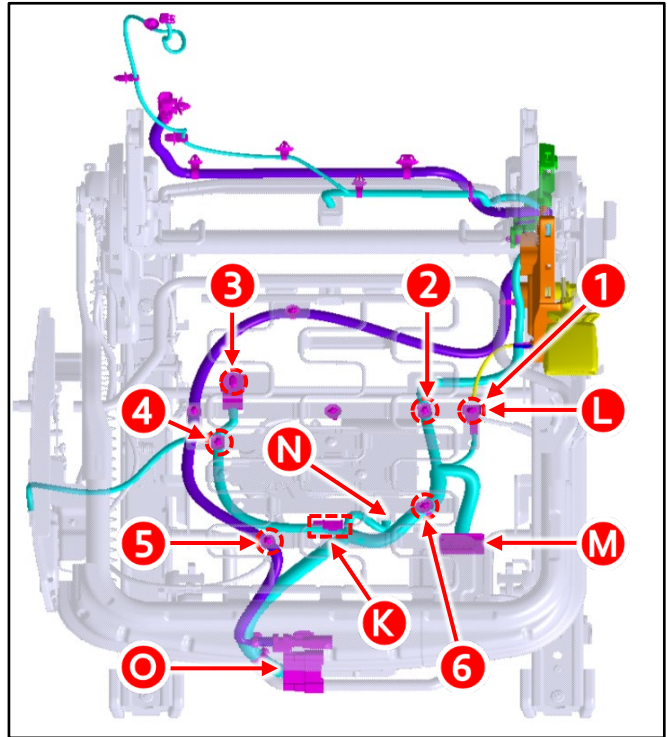
- Detach the wiring harness fasteners (1 - 5) from the bottom seat frame.

Note: Release clip (K) with a flat head screwdriver.

- Disconnect the following electrical connectors and remove the wiring harness:
  - Buckle Connector (L)
  - Heater ECU Connector (M)
  - Actuator Connector (N)

- Remove the main connector (O) from the bracket.

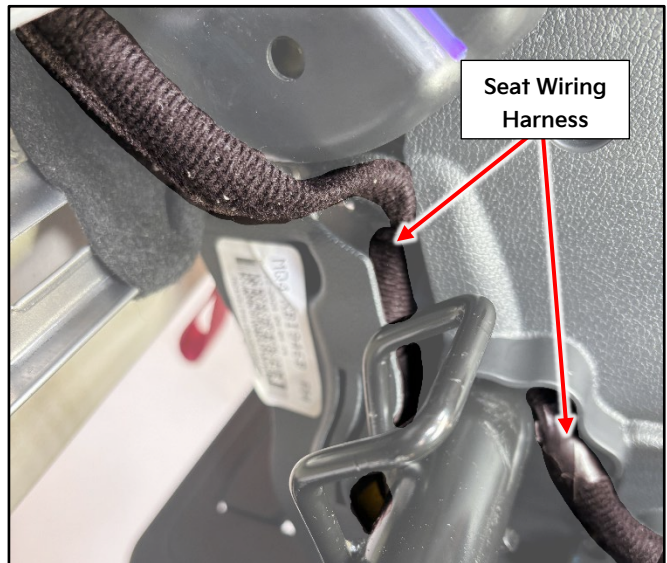
- Remove the existing seat wiring harness assembly from the seat frame.



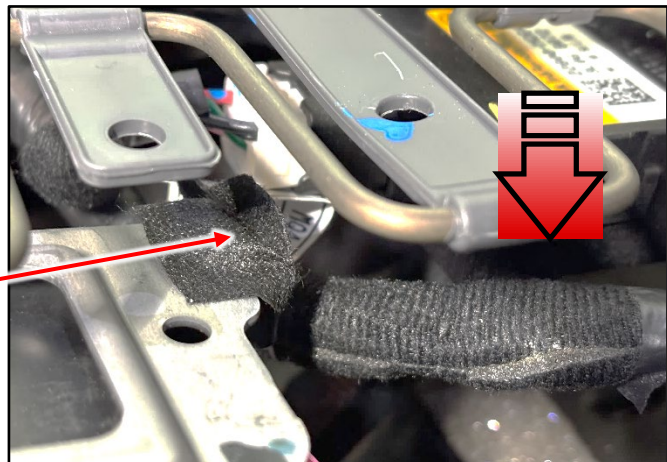
- Route and install the 'new' seat wiring harness assembly in reverse order of removal.

**CAUTION**

To avoid damage to the new seat harness, ensure that wiring harness (P) is routed away from the recliner cap.

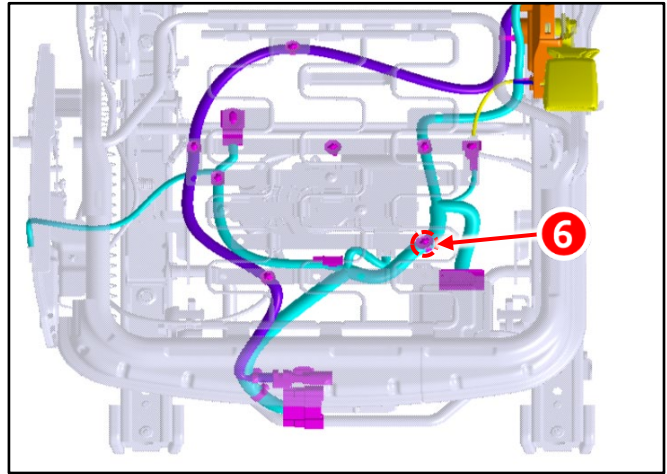


- Refer to page 6 (steps 4-6), to install the Tesa® Tape over the heater ECU mounting bracket and reroute the harness.



**ⓘ IMPORTANT**

**Do Not insert the fastener in location 6. Ensure the harness is routed underneath the heater ECU bracket to provide sufficient clearance from both the seat frame and the heater ECU bracket.**



15. Reinstall the 2<sup>nd</sup> seat assembly [RH] seat cushion (C) by referring to "Body (Interior and Exterior) → Seat - Rear → Rear Seat Cushion Cover → Repair Procedures" in the applicable Shop Manual on KGIS.



16. Reinstall the 2<sup>nd</sup> seat assembly [RH] seat back cushion (B) by referring to "Body (Interior and Exterior) → Seat - Rear → Rear Seat Back Cover → Repair Procedures" in the applicable Shop Manual on KGIS.



17. Reinstall the assembled seat assembly into the vehicle.





**Tightening torque for seat retaining bolts:  
32.5 - 43.4 lb.ft (44.1 - 58.8 N.m)**

**AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Model (MQ4a)	December 7th, 2023 to January 29th, 2025

**REQUIRED PART:**

Part Name	Part Number	Figure	Qty.	Comments
Seat Wiring Harness	89651 R5415QQK		1	Includes Cable Ties
Tesa® Tape	N/A		1	Locally Sourced

**Note:** The replacement part numbers will require a VIN entry for parts ordering. DO NOT order these parts for stocking purposes, related to this Campaign. Supply is very limited. Until part supply stabilizes, please confirm 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.
R	89410 R5110WK	0	(SC339) RH 2nd Row Seat Wire Harness Inspection + Harness rerouting+ Fastener Removal +Tape Application	250A12I0	0.3 M/H	N/A	0
			(SC339) RH 2nd Row Seat Wire Harness Inspection + Replacement + Rerouting + Tape Application	250A12R0	1.1 M/H	89651 R5415QQK	1

**Note:** Refer to [Warranty Bulletin 2025-15](#) for claim submission procedures. If substitute transportation is necessary, manually enter sublet code 'X2' for rental expense reimbursement or one roundtrip rideshare expense. Please contact your DPSM if extended rental assistance is needed. A copy of the rental/loaner invoice is required to be attached to the claim. A copy of the RO, Parts Order Invoice Information may be necessary upon request. Part order can be used for expedited rental review as outlined in [Warranty Bulletin 2018-08](#). Use sublet code 'X1' with a maximum allowed amount of \$0.90 per vehicle for Tesa® Tape.

**NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SC339** when accessing the KDealer+ system.

