



GROUP	MODEL
BOD	2021-2025MY Sorento (MQ4a) <u>and</u> 2021-2025MY Sorento Hybrid (MQ4 HEV) <u>and</u> 2022-2025MY Sorento Plug-in Hybrid (MQ4 PHEV)
NUMBER	DATE
351	March 2026

## TECHNICAL SERVICE BULLETIN

SUBJECT: **HORN ASSEMBLY INSPECTION AND REPLACEMENT (WTY042)**

This bulletin provides information associated with the 'Warranty Extension Program' (WTY042) to inspect and, if necessary, replace the horn assembly on certain vehicles listed in the table below. The affected vehicles may experience an unusual or different horn sound than normal, or an inoperative horn, caused by corrosion inside the electric horn and/or carbonization of the contact point. The warranty coverage for repairs related to the horn assembly has been extended from 5 years / 60,000 miles to 10 years / 120,000 miles, whichever comes first, starting from the date the vehicle was first put into service. Follow the procedure outlined in this publication to inspect and, if necessary, replace both the high-pitch and low-pitch horn assemblies with new ones.

Model Year	Model	Production Date Range
2021-2025	Sorento (MQ4a)	September 10, 2020 to June 3, 2025
2021-2025	Sorento Hybrid (MQ4 HEV)	September 2, 2020 to January 24, 2025
2022-2025	Sorento Plug-in Hybrid (MQ4 PHEV)	June 29, 2021 to January 20, 2025

### NOTICE

**A Warranty Extension Campaign is a repair program with customer notification. There is no charge to the vehicle owner for this repair.**

**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 WTY042.**

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.

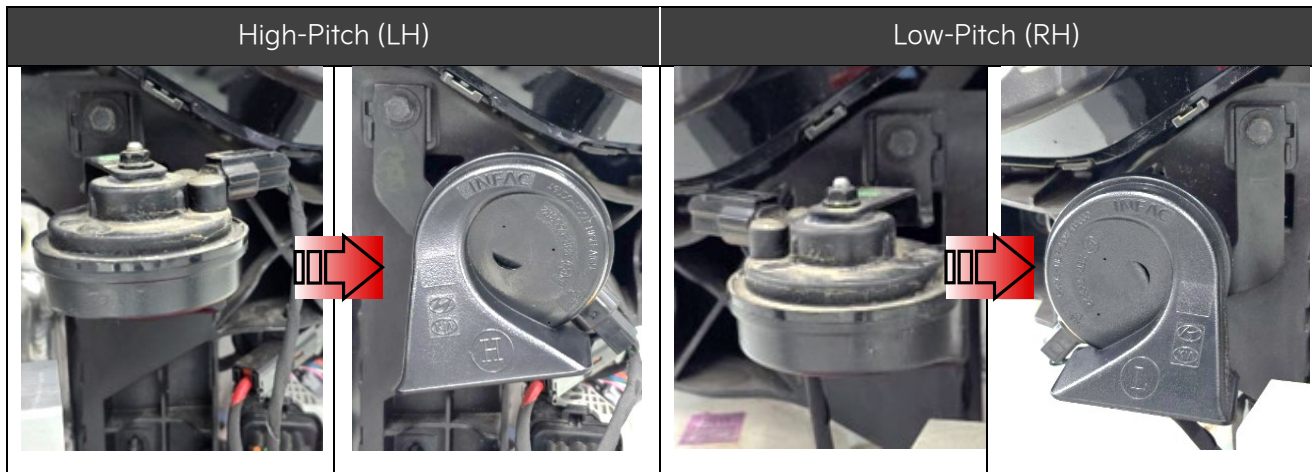
**Inspection Procedure:**

- Press the Horn Pad (A) to confirm normal operation.
  - If the horn operates **normally**, this TSB does not apply. **Claim inspection only Labor Op Codes 262001R0 or 252A6110.**

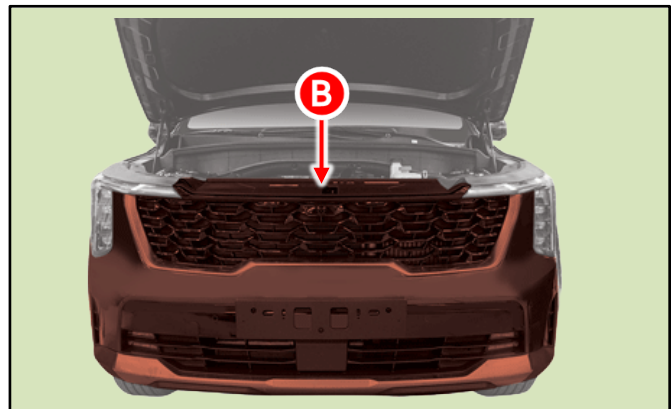
If the horn is **inoperative** or the **tone is distorted**, proceed to the 'Replacement Procedure' below.

**Repair Procedure:****NOTICE**

For 24-25MY MQ4a and 25MY MQ4 P/HEV, the replacement horns will install in a vertical orientation, which differs from the original mounting position.




- Remove the Front Bumper Assembly (B) by referring to "Body (Interior and Exterior) → Front Bumper → Front Bumper Assembly → Repair Procedures" in the applicable Shop Manual on KGIS.

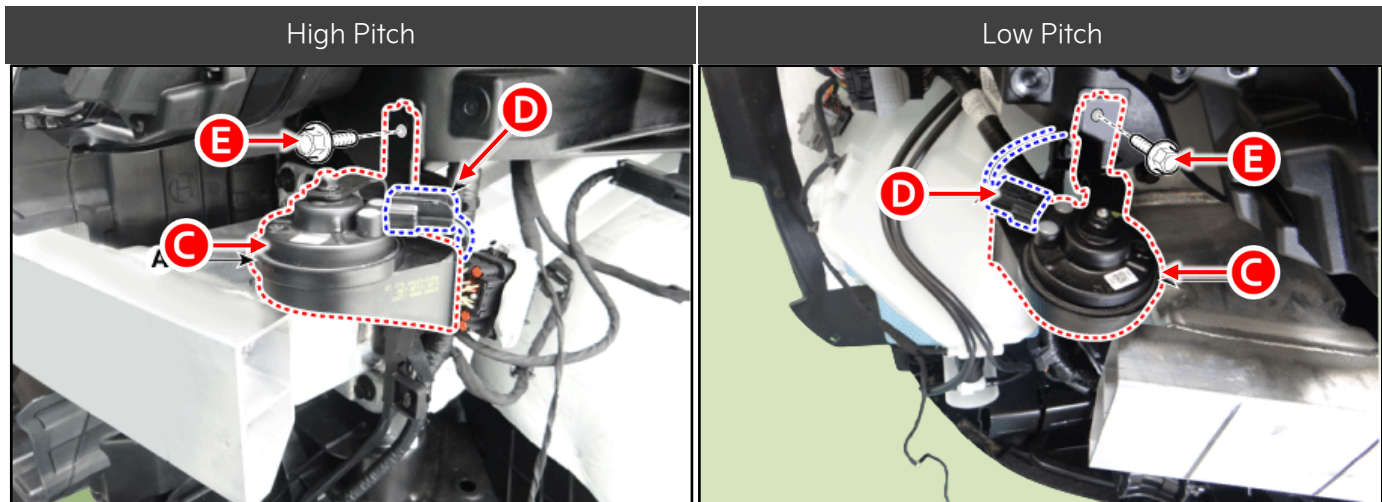


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- Replace the low pitch and high pitch horns (C) after disconnecting the horn connector (D) and removing bolt (E) by referring to "Body Electrical System → Horn → Repair procedures" in the applicable Shop Manual on KGIS.



**Tightening torque for nut/bolt (E):**  
8.2 - 9.0 lb.ft (11.1 - 12.3 N.m)



- Reinstall all removed parts in the reverse order of removal.
- Confirm normal operation.

**AFFECTED VEHICLE RANGE:**

Model Year	Model	Production Date Range
2021-2025	Sorento (MQ4a)	September 10, 2020 to June 3, 2025
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**REQUIRED PART:**

Model	Part Name	Part Number	Figure	Qty.	Comments
21-23MY Sorento(MQ4a) and 21-24MY Sorento P/HEV (MQ4 P/HEV)	Horn Assembly	96611 L2000QQK		1	Low Pitch
		96621 L2000QQK			High Pitch
24-25MY Sorento (MQ4a) and 25MY Sorento P/HEV (MQ4 P/HEV)		96611 P2700QQK			Low Pitch
		96621 P2700QQK			High Pitch

Please be advised that the required part for this repair is currently under PartsEye ordering control. Dealers must follow the instructions outlined in Parts Bulletin MI-25-08R2 for proper ordering procedures.



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**WARRANTY INFORMATION:**

**N Code: I11 C Code: ZZ3**

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
21-25MY (MQ4 P/HEV)	W	96611 L2000	0	Inspection Only	262001R0	0.1 M/H	N/A	0
21-25MY (MQ4a)		96611 P2500			252A61I0			

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
21-25MY (MQ4 P/HEV)	W	96611 L2000	0	Inspection + Horn Assembly Replacement	262001R1	0.7 M/H	96611 L2000QQK and 96621 L2000QQK or 96611 P2700QQK and 96621 P2700QQK	1
21-25MY (MQ4a)		96611 P2500			252A61R0			

**Note:** Refer to [Warranty Bulletin 2026-01](#) for claim submission procedures. For Substitute Transportation policy, please refer to [Service Policy and Procedures Manual \(SPPM\) 6.11 "Kia Substitute Transportation"](#).

