



GROUP	MODEL
Voluntary Service Campaign	2026MY Sportage (NQ5a) and 2025-2026MY K5 (DL3), Carnival (KA4)
NUMBER	DATE
SC363	April 2026

VOLUNTARY SERVICE CAMPAIGN

SUBJECT:

OIL LEVEL PLUG (OLP) INSPECTION, AND OLP GASKET AND/OR ATF FILLER BOLT REPLACEMENT OR A/T REPLACEMENT (SC363)

This bulletin provides information to inspect the oil level plug and automatic transmission fluid (ATF) for signs of leakage and, if necessary, replace the oil level plug gasket and/or ATF filler bolt, or the 8-speed Automatic Transaxle (A/T) assembly on certain 2025-2026 Kia model vehicles listed in the table below. Also, dealers are to ensure the oil level plug is tightened to Kia’s factory specifications upon the completion of the inspection and necessary repair. The oil level plug in the subject vehicles may not have been installed properly during assembly. The oil level plug may be loose or detached from the 8-speed Automatic Transaxle (A/T) which may result in leaking automatic transmission fluid (ATF). A transaxle which is operated with excessively low ATF may become damaged over time. Follow the procedure outlined in this publication to inspect the oil level plug and, if necessary, either 1) replace the oil level plug gasket and/or ATF filler bolt or 2) based on the inspection results, replace the 8-speed Automatic Transaxle (A/T) on the applicable vehicle. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.

Model	Production Date Range
K5 (DL3)	April 7, 2025 through October 1, 2025
Sportage (NQ5a)	June 11, 2025 through August 19, 2025
Carnival (KA4)	February 20, 2025 through September 17, 2025

NOTICE

There is no charge to the vehicle owner for this repair. Under applicable law, you may not sell or otherwise deliver any affected vehicle until it has been repaired pursuant to the procedures set forth in this bulletin.

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.

SUBJECT:

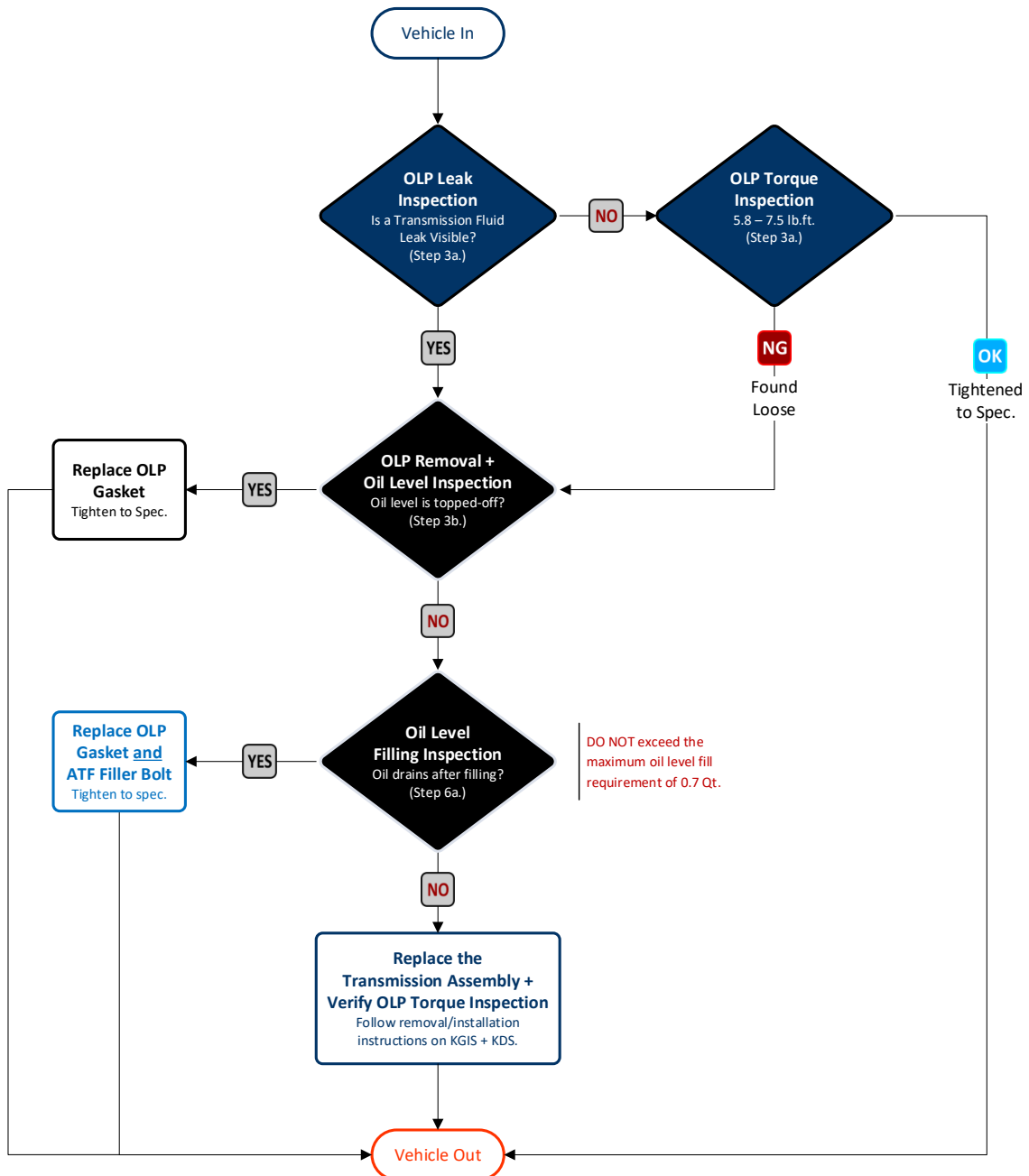
OIL LEVEL PLUG (OLP) INSPECTION, AND OLP GASKET AND/OR ATF FILLER BOLT REPLACEMENT OR A/T REPLACEMENT (SC363)

Flowchart:

FOLLOW THE DETAILED INSTRUCTIONS IN THE 'INSPECTION PROCEDURE' (Pages 3-4)

Oil Level Plug (OLP) - Leak and Torque Inspection + Oil Level Pre-Fill Inspections:

- Replace OLP Gasket if pre-filled oil is present/leaks **(Yes)** when OLP is removed.
- Replace OLP Gasket + ATF Filler Bolt if pre-filled oil level was not present/leaked **(No)** after OLP was removed and after adding up 0.7 qt. of ATF, fluid then leaked out from the OLP **(OK)**.
- Replace the Automatic Transaxle Assy ONLY if Oil Level Filling Inspection is **(NG)**.



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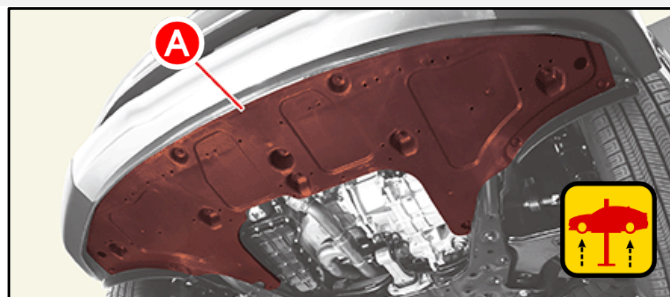
Inspection Procedure:

1. Remove the bottom under cover (A).

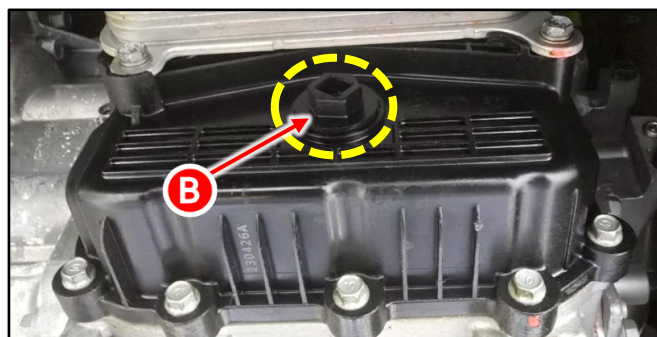


TECH TIP

Prepare to place an oil drain container under the vehicle.



2. Locate the transmission side cover, oil level plug (OLP) (B).



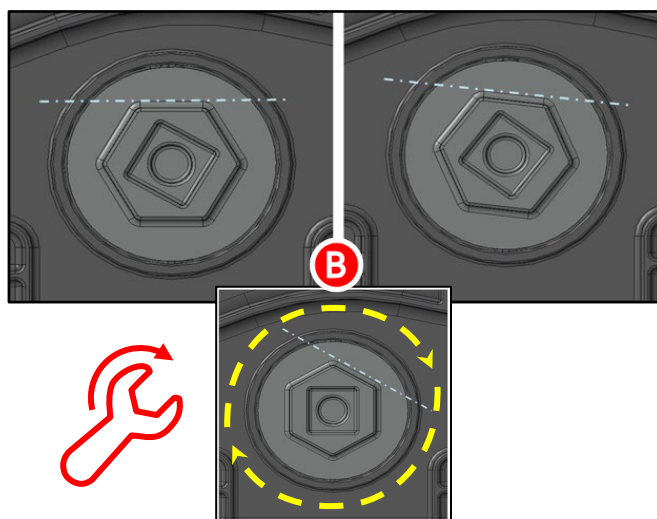
- 3a. **Oil Leak:** Is there visible transmission fluid leaking from the outer OLP area?

- **Yes, Leaking** - Proceed to step 3b. to remove the OLP and verify if transmission fluid comes out from the hole.
- **No Leak** - Verify that the OLP is torque to specification. If the OLP (B) is not leaking and is properly torqued to specification, no further action is required.

Note: If the OLP is **not leaking** BUT the OLP is **loose (NG)** and **not torqued to specification**, then remove the OLP and proceed to step 3b.



Tightening torque for OLP (B):
5.8 - 7.2 lb.ft (7.86 - 9.76 N.m)



- 3b. **Oil Level Check:** Upon removal of the OLP, does pre-filled oil come out from the hole?

- **Yes** - Oil did drain out from the OLP hole. If so, Replace the OLP gasket and torque the OLP to specification. No further action is required.
- **No** - Oil did not drain out from the OLP hole, then proceed to step 4 (page 4).

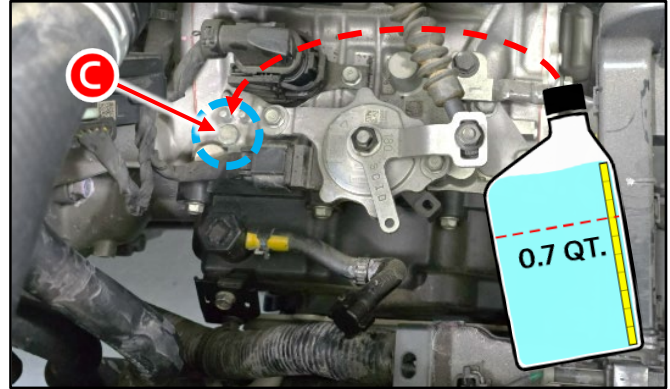
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4. Remove the transmission oil filler plug (C).

Transmission Oil Fill & Level Check:

5. Add up to a **maximum of 0.7 qt.** of transmission SP4M-1 fluid.
- 6a. **Does the transmission fluid start to drain out of the OLP hole when adding oil?**
- 6b.
 - **OK** - Yes, fluid **did** drain out of the OLP hole after introducing up to (no more than) 0.7 qt. of transmission fluid. If so, replace the oil filler plug and OLP gasket. Torque the OLP to specification. No further action is required.
- 6c.
 - **NG** - No, fluid **did not** drain out of the OLP hole after introducing up to (no more than) 0.7 qt. of transmission fluid. If so, proceed to the 'Replacement Procedure' below to replace the 8AT assembly.



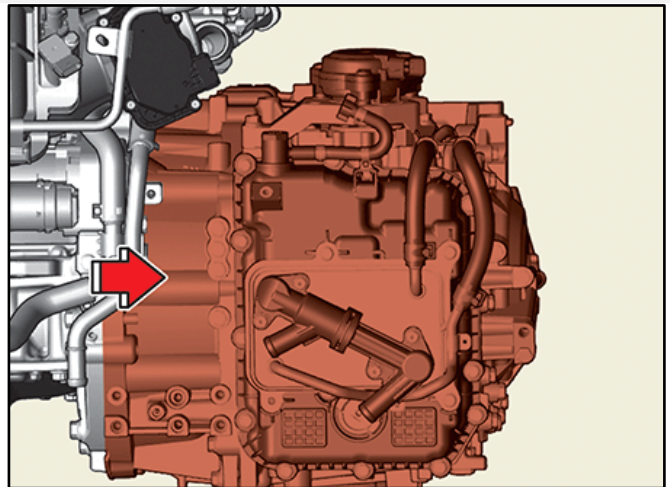
Repair Procedure:

1. Replace 8AT transaxle assembly by referring to "Automatic Transaxle System → Automatic Transaxle → Removal/Installation" in the applicable Shop Manual on KGIS.

Refer to the "Required Part" table on page 5 and 'Non-Reusable Part' Required table for the applicable vehicle.

Refer to KGIS for required SST, bolt/nut torque specifications, fluid type, fluid capacity, and required KDS functions after installation.

2. Verify normal operation after replacement.



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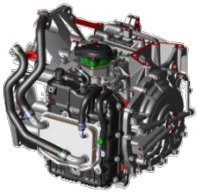
AFFECTED VEHICLE RANGE:

Model	Production Date Range
K5 (DL3)	April 7, 2025 to October 1, 2025
Sportage (NQ5a)	June 11, 2025 to August 19, 2025
Carnival (KA4)	February 20, 2025 to September 17, 2025

REQUIRED TOOL:

Refer to the Service Information on KGIS for ALL Special Service Tools (SST) required for an automatic transmission removal/installation procedure.

REQUIRED PART:

Part Name	Part Number	Figure	Qty.	Comments
Gasket - Oil Level Plug	45285 4G800		1	All models
ATF Filler Bolt	45284 4G800		1	All models
Transmission Oil	UM022 CH269	SP4M-1	1	<u>or</u> Up to 1 Qt.
8AT Transmission Assy. K5 (DL3)	45000 4GGV0 45000 4GGV5		1	Refer to EPC for the applicable model.
8AT Transmission Assy. Carnival (KA4)	45000 4GGH5			
8AT Transmission Assy. Sportage (NQ5a)	45000 4GJH0 45000 4GJH5			

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. Please confirm part availability before scheduling customers. **Non-Reusable Parts Required (Transmission Replacement):**

Part Name	DL3		KA4		NQ5a	
	Part Number	Qty.	Part Number	Qty.	Part Number	Qty.
Roll Rod Bolt	21991 3R000	1	11435 12006KA	1	21991 1J100	1
Steering Universal Joint Bolt	56415 L1000	1	56415 L1000	1	56415 L1000	1
Torque Converter Bolt	42121 21720	4	42121 21720	6	42121 21720	4
Drive Shaft Lock Nut	49551 4T000	2	49551 4T000	2	49551 4T000	2
Drive Shaft Retainer Clip	49557 2E000	2	49557 F2000	1	14630 02910	2
Tie Rod End Nut	55259 2M000	2	10225 12007K	2	55259 2M000	2
Tie Rod End Split Pin	57799 4D200	2	57799 4D200	2	57799 4D200	2
Lower Arm Split Pin	N/A	0	14300 03207K	2	N/A	0
Coolant Concentrated	UM020 CH263 Max. Capacity 9.1L	6	UM020 CH263 Max. Capacity 8.6L	6	UM020 CH263 Max. Capacity 7.5L	5

Printed document copy is for reference only; information may be updated at any time. Always refer to KGIS for the latest information.



SUBJECT:

OIL LEVEL PLUG (OLP) INSPECTION, AND OLP GASKET AND/OR ATF FILLER BOLT REPLACEMENT OR A/T REPLACEMENT (SC363)

WARRANTY INFORMATION: CARNIVAL (KA4)

N Code: N99 C Code: C99

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
KA4	R	45000 4GGH5	0	(SC363) OLP Leak (No) and Torque Inspection (OK)	260007R0	0.3 M/H	N/A	0
				(SC363) OLP Leak (Yes) and Torque Inspection (N/A) Oil Level Pre-Filled to Spec (Yes) + OLP Gasket Replacement	260007R1	0.4 M/H	45285 4G800	1
				(SC363) OLP Leak (No) and Torque Inspection (NG) Oil Level Pre-Filled to Spec (No) + Oil Level Filled (OK) OLP Gasket + ATF Filler Bolt Replacement	260007R3	0.8 M/H	45285 4G800 and 45284 4G800 and UM022 CH269 (SP4M-1)	1
		45000 4GGH5	1	(SC363) OLP Leak (No) and Torque Inspection (NG) Oil Level Pre-Filled to Spec (No) + Oil Level Filled (NG) Transmission Replacement	260007R5	5.6 M/H	Refer to EPC for the Carnival (KA4) Model + Required Part Table for 8AT Assembly + Non-Reusable Parts and Qty. Requirement	
				(SC363) OLP Leak (Yes) and OLP Missing (NG)	260007R7	5.1 M/H		

Refer to Warranty Bulletin 2026-12 for claim submission procedures. When substitute transportation is provided, manually enter sublet code 'X2' for rental expense reimbursement or one roundtrip rideshare expense. Make sure to submit any substitute transportation claim at the time of the warranty expense.

NOTICE

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SC363 when accessing the KDealer+ system.



SUBJECT: OIL LEVEL PLUG (OLP) INSPECTION, AND OLP GASKET AND/OR ATF FILLER BOLT REPLACEMENT OR A/T REPLACEMENT (SC363)

WARRANTY INFORMATION: K5 (DL3)

N Code: N99 C Code: C99

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
DL3	R	45000 4GGV0 or 45000 4GGV5	0	(SC363) OLP Leak (No) and Torque Inspection (OK)	260007R0	0.3 M/H	N/A	0
				(SC363) OLP Leak (Yes) and Torque Inspection (N/A) Oil Level Pre-Filled to Spec (Yes) + OLP Gasket Replacement	260007R1	0.4 M/H	45285 4G800	1
				(SC363) OLP Leak (No) and Torque Inspection (NG) Oil Level Pre-Filled to Spec (No) + Oil Level Filled (OK) OLP Gasket + ATF Filler Bolt Replacement	260007R2	0.7 M/H	45285 4G800 and 45284 4G800 and UM022 CH269 (SP4M-1)	1
		45000 4GGV0 or 45000 4GGV5	1	(SC363) OLP Leak (No) and Torque Inspection (NG) Oil Level Pre-Filled to Spec (No) + Oil Level Filled (NG) Transmission Replacement	260007R4	4.4 M/H	Refer to EPC for the K5 (DL3) Model + Required Part Table for 8AT Assembly + Non-Reusable Parts and Qty. Requirement	
				(SC363) OLP Leak (Yes) and OLP Missing (NG)	260007R6	4.0 M/H		

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WARRANTY INFORMATION: SPORTAGE (NQ5a)

N Code: N99 C Code: C99

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
NQ5a (All)	R	45000 4GJH0 or 45000 4GJH5	0	(SC363) OLP Leak (No) and Torque Inspection (OK)	260A0410	0.3 M/H	N/A	0
				(SC363) OLP Leak (Yes) and Torque Inspection (N/A) Oil Level Pre-Filled to Spec (Yes) + OLP Gasket Replacement	260A0411	0.4 M/H	45285 4G800	1
				(SC363) OLP Leak (No) and Torque Inspection (NG) Oil Level Pre-Filled to Spec (No) + Oil Level Filled (OK) OLP Gasket + ATF Filler Bolt Replacement	260A04R0	0.8 M/H	45285 4G800 and 45284 4G800 and UM022 CH269 (SP4M-1)	1
NQ5a (FWD)		45000 4GJH0 or 45000 4GJH5	1	(SC363) OLP Leak (No) and Torque Inspection (NG) Oil Level Pre-Filled to Spec (No) + Oil Level Filled (NG) Transmission Replacement	260A04R1	4.6 M/H	Refer to EPC for the Sportage (NQ5a) Model + Required Part Table for 8AT Assembly + Non-Reusable Parts and Qty. Requirement	
				(SC363) OLP Leak (Yes) and OLP Missing (NG)	260A04R3	4.1 M/H		
NQ5a (AWD)		45000 4GJH0 or 45000 4GJH5	1	(SC363) OLP Leak (No) and Torque Inspection (NG) Oil Level Pre-Filled to Spec (No) + Oil Level Filled (NG) Transmission Replacement	260A04R2	5.0 M/H	Refer to EPC for the Sportage (NQ5a) Model + Required Part Table for 8AT Assembly + Non-Reusable Parts and Qty. Requirement	
				(SC363) OLP Leak (Yes) and OLP Missing (NG)	260A04R4	4.5 M/H		

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