



GROUP  
BOD

MODEL  
2016MY  
Sorento (UMa)

NUMBER  
112 (REV 1, 09/20/2015)

DATE  
September 2015

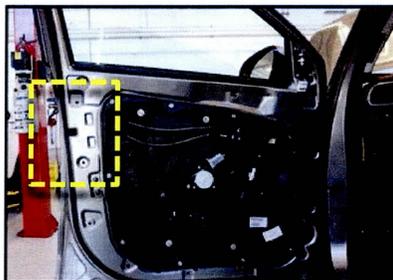
## TECHNICAL SERVICE BULLETIN

SUBJECT: SERVICE ACTION: DOOR LATCH REPLACEMENT (SA195)

### ★ NOTICE

This bulletin has been revised to include additional information. New/revised sections of this bulletin are indicated by a black bar in the margin area.

This bulletin provides the procedure to replace the door latches on certain Sorento (UMa) vehicles, produced from March 1, 2015 through June 15, 2015, which may exhibit an inoperative power door lock actuator. To prevent and/or correct this condition, replace all four (4) door latches with the improved parts, as described in this bulletin. Kia is requesting the completion of this Service Action on all affected vehicles, including dealer stock, prior to delivery. Before conducting the procedure, verify 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 WebDCS (Service> Warranty Coverage> Warranty Coverage Inquiry> Campaign Information). Not completed Recall / Service Action reports are available on WebDCS (Consumer Affairs> Not Completed Recall> Recall VIN> Select Report), which includes a list of affected vehicles.

This issue number is SA195.

File Under: <Body>

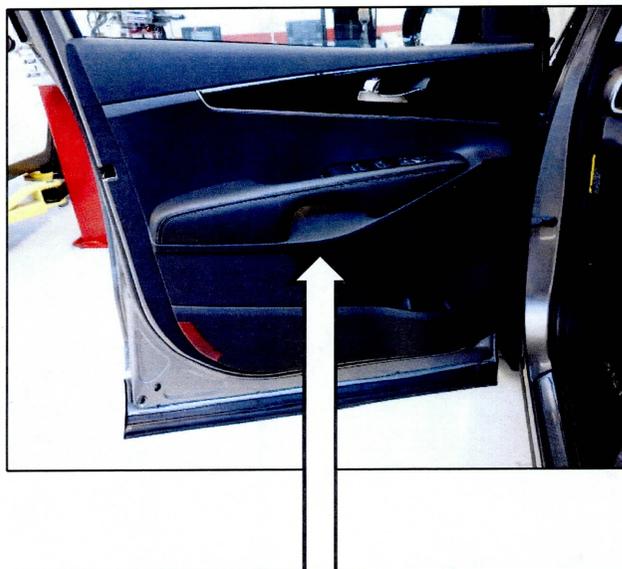
Circulate To:  General Manager  Service Manager  Parts Manager

Service Advisor(s)  Technician(s)  Body Shop Manager  Fleet Repair

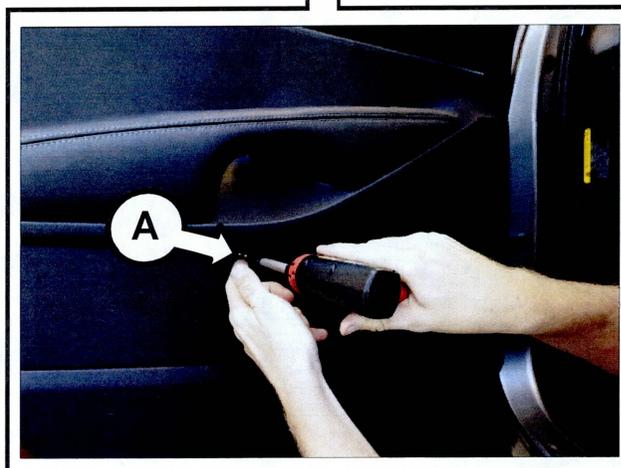
**SUBJECT: SERVICE ACTION: DOOR LATCH REPLACEMENT (SA195)**

**Service Procedure: Front Doors**

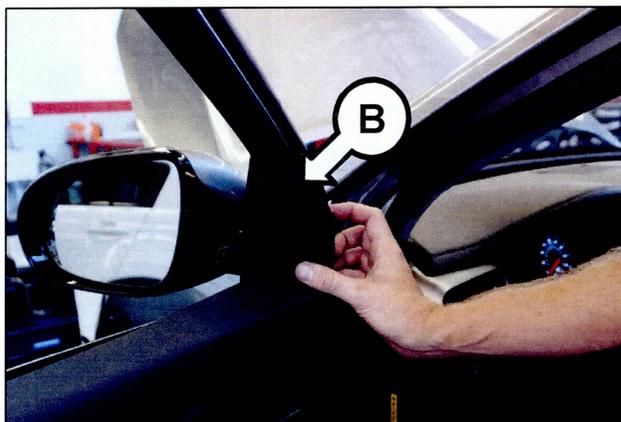
1. Lower the driver's side window.
2. Remove the bolt cover located above the map pocket on the door.



3. Remove one (1) screw (A) securing the door panel in the area below the door grip.

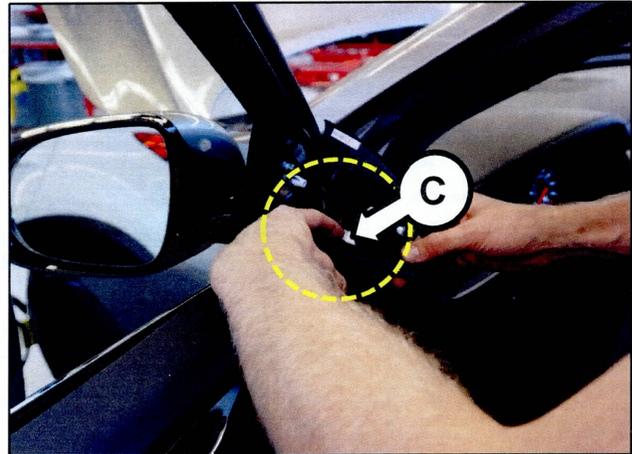


4. Remove the delta cover (B) from the driver's door.

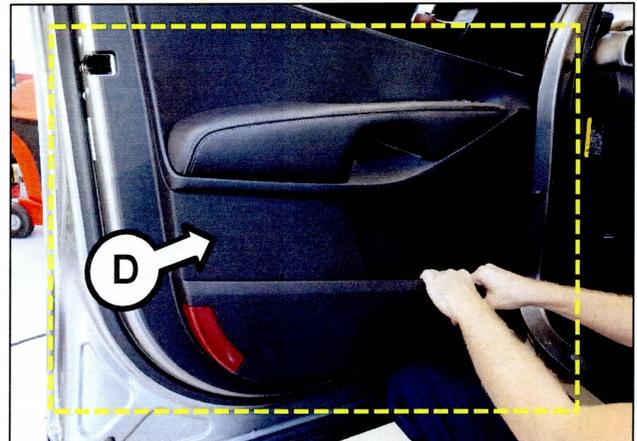


**SUBJECT:** SERVICE ACTION: DOOR LATCH REPLACEMENT (SA195)

5. Disconnect the speaker connector (C), as shown.



6. Remove the door panel (D) by gently pulling on the storage compartment.



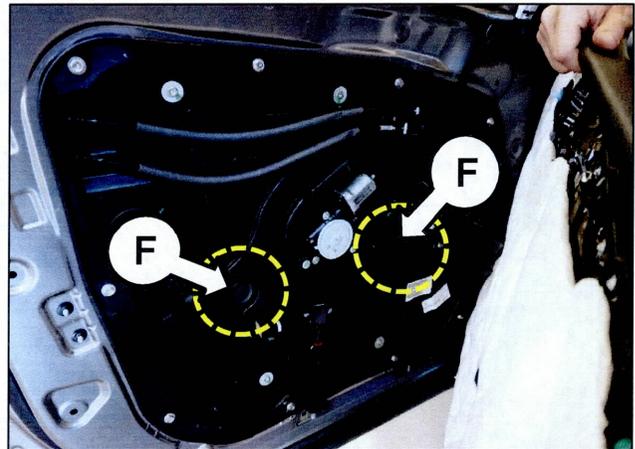
7. Remove the actuator cables (E) from the door.

**NOTE:** Do **NOT** disconnect any electrical connectors or remove the door panel from the door at this time.

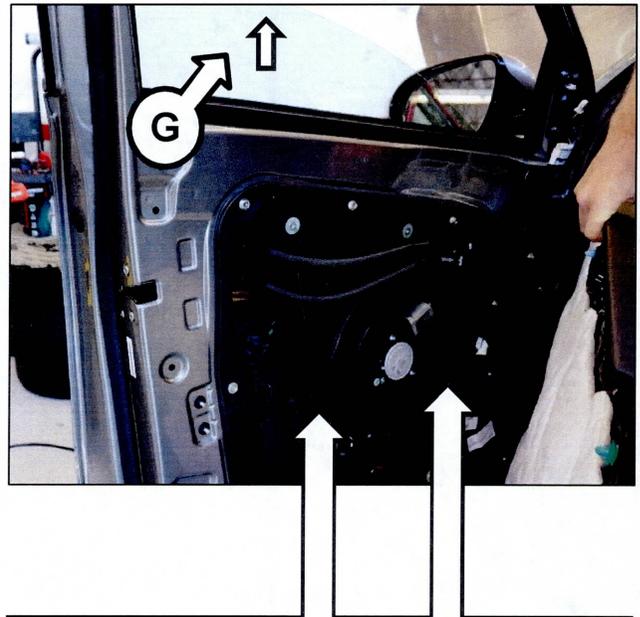


**SUBJECT: SERVICE ACTION: DOOR LATCH REPLACEMENT (SA195)**

8. Remove two (2) rubber plugs (F) from the door module, as shown.

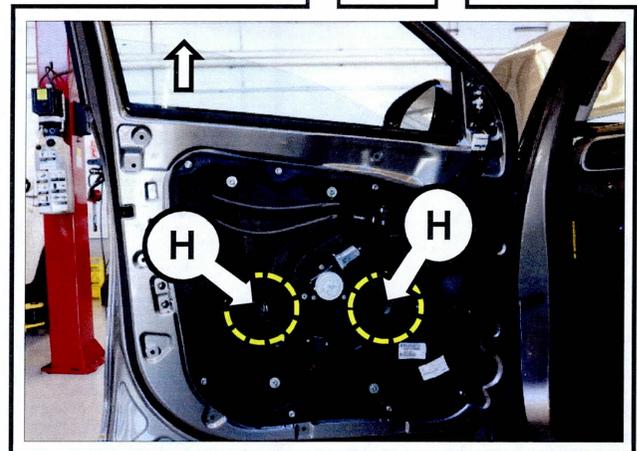


9. Use the window switch to raise the glass (G) until the bolts securing the glass are visible through the mounting holes (H).



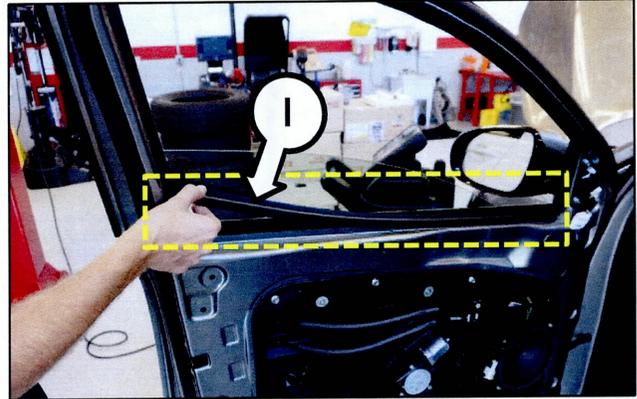
10. Disconnect the electrical connectors, and remove the door panel. Remove two (2) bolts (H) securing the glass to the window mechanism. **NOTE: use a magnet to prevent the bolts from falling into the door.**

**Tightening Torque: 3.98 lb-ft (1.8 Nm)**

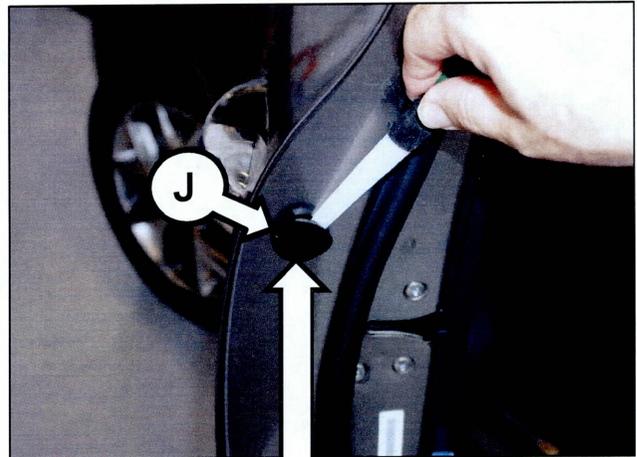


**SUBJECT:** SERVICE ACTION: DOOR LATCH REPLACEMENT (SA195)

11. Remove the inner belt molding, as shown.



12. Remove the rubber plug (J) from the door, as shown.



13. Loosen the bolt and use a pick tool to pull the bolt out (K).

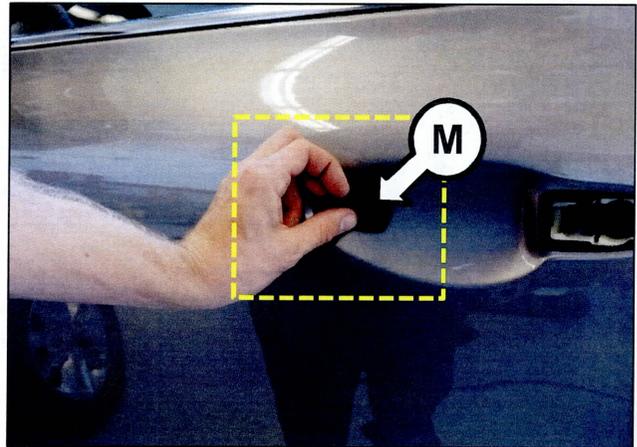


**SUBJECT: SERVICE ACTION: DOOR LATCH REPLACEMENT (SA195)**

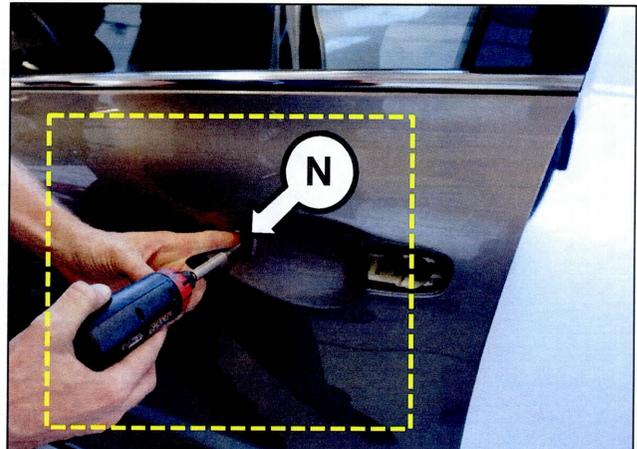
14. Pull the rear of the door handle (L) out and push the door handle forward to remove it from the door.



15. Remove the door handle rubber seal (M) from the door.



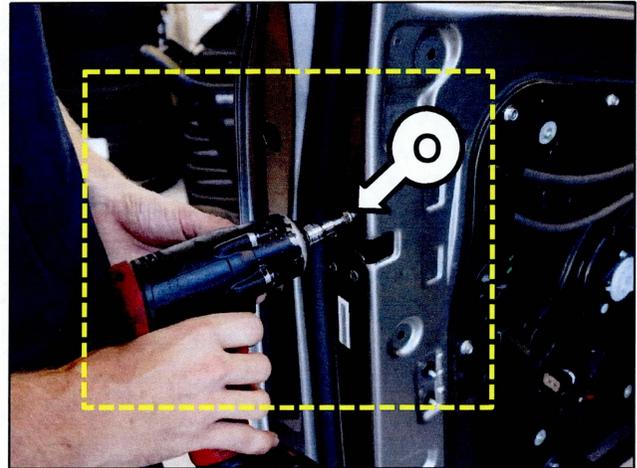
16. Remove one (1) screw (N) from the door, as shown.



**SUBJECT: SERVICE ACTION: DOOR LATCH REPLACEMENT (SA195)**

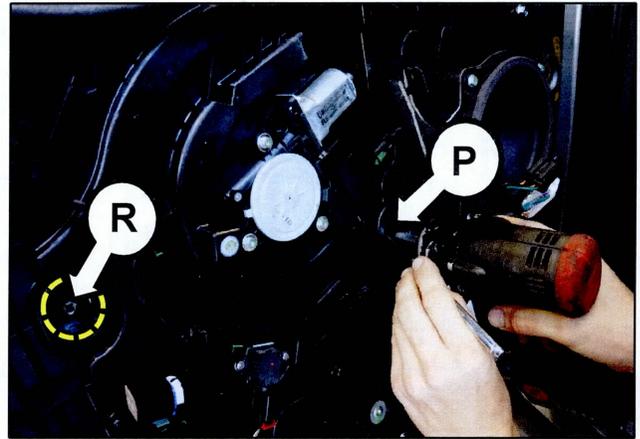
17. Remove three (3) screws (O) securing the door latch assembly to the door.

**Tightening Torque: 5.1 lb-ft (7.0 Nm)**



18. Remove two (2) bolts (P) securing the door glass to the regulator.

**Tip: use a magnetic pick-up tool to keep the bolts from falling into the door cavity.**



19. Carefully remove the door glass (Q) and store it in a safe place.

**CAUTION**

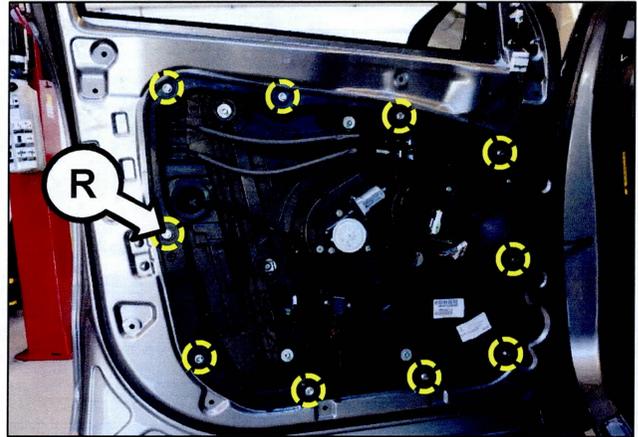
**Avoid scratching the door glass when removing and re-installing.**



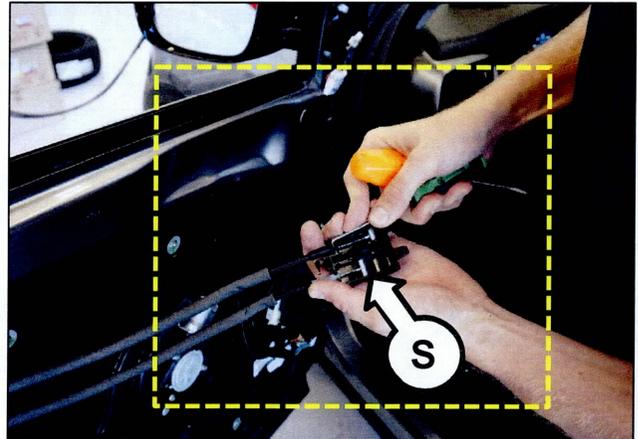
**SUBJECT: SERVICE ACTION: DOOR LATCH REPLACEMENT (SA195)**

20. Remove ten (10) bolts (R) securing the door module to the door frame.

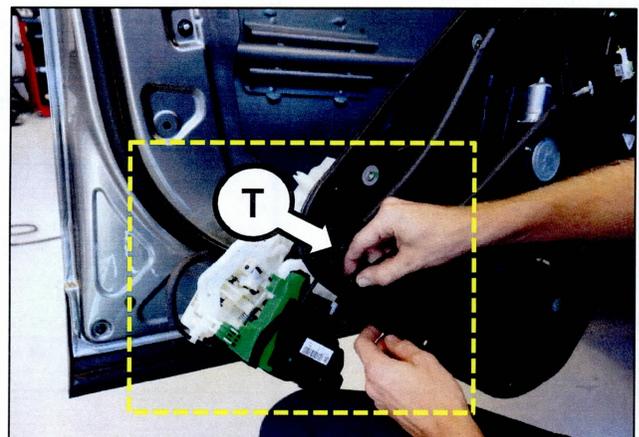
**Tightening Torque: 7.2 lb-ft (9.7 Nm)**



21. Remove the door actuator mechanism (S) and use a pick tool to disconnect the actuator cables.

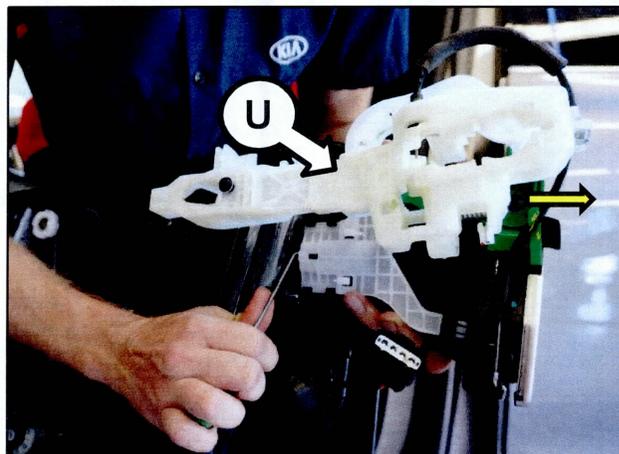


22. Remove the door module from the door, and guide the actuator cables and rubber boots (T) through the access holes in the door module, as shown.



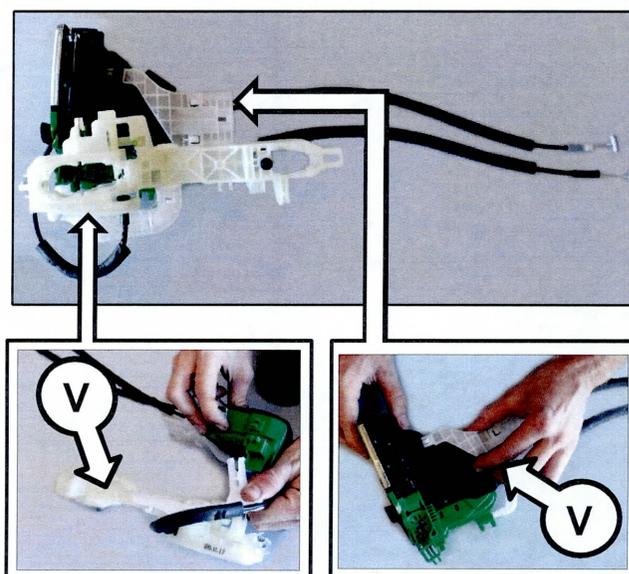
**SUBJECT: SERVICE ACTION: DOOR LATCH REPLACEMENT (SA195)**

23. Use a pick tool to release the door latch (U) from the door module, as shown.



24. Remove two (2) mounting brackets (V) from the door latch assembly.

**NOTE: Retain the brackets for re-installation on the replacement door latch assembly.**



25. Re-install the replacement latch assembly to the driver's door by reversing the removal steps.

**\* NOTICE**

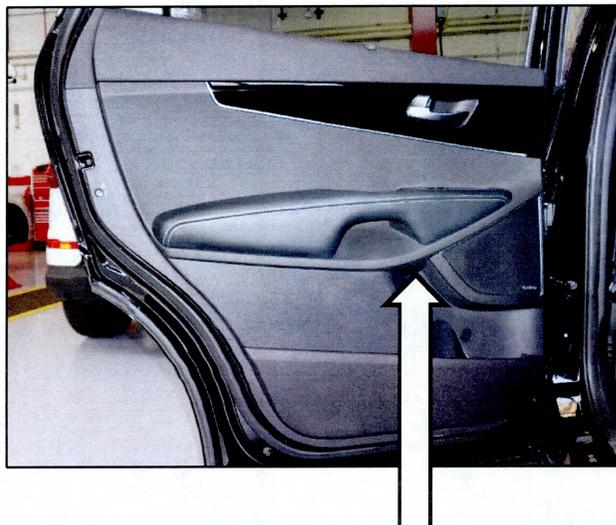
**After completing the procedure, use Kia Glass Cleaner (P/N UM040 CH006) to ensure all windows are clean.**



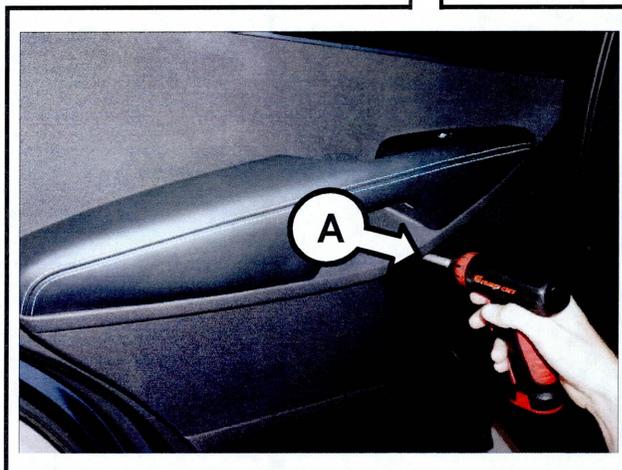
26. Perform the procedure above on the front passenger side door.

**Service Procedure: Rear Doors**

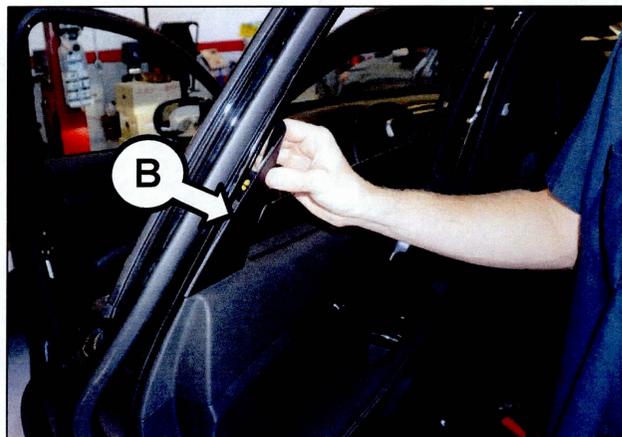
1. Lower the rear driver's side window.
2. Remove the bolt cover located above the cup holder on the door.



3. Remove one (1) screw (A) securing the door panel in the area below the door grip.

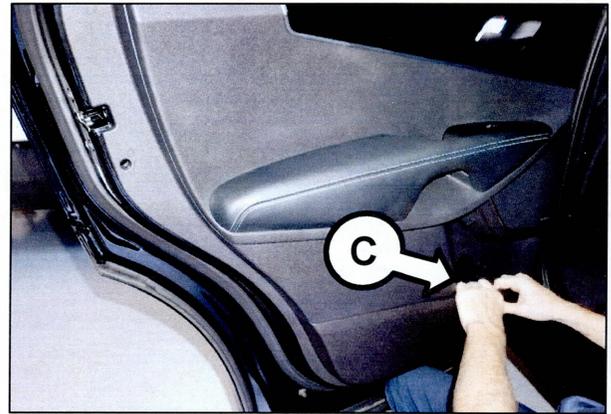


4. Remove the delta cover (B) from the rear door.

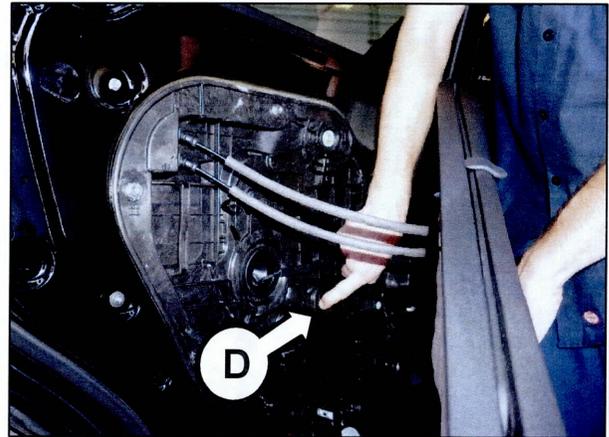


**SUBJECT: SERVICE ACTION: DOOR LATCH REPLACEMENT (SA195)**

5. Remove the door panel (C) by gently pulling on the storage compartment.

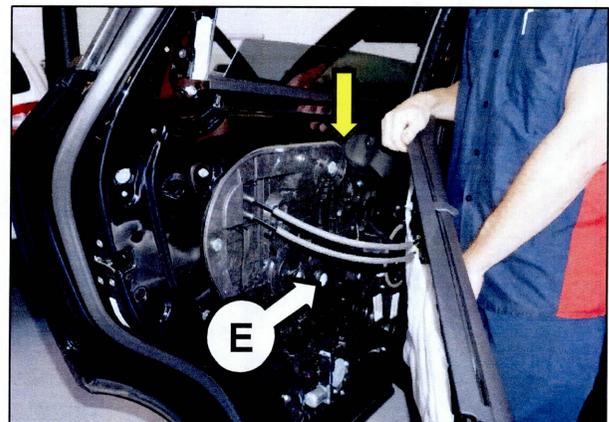


6. Remove the rubber plug (D) from the door module.



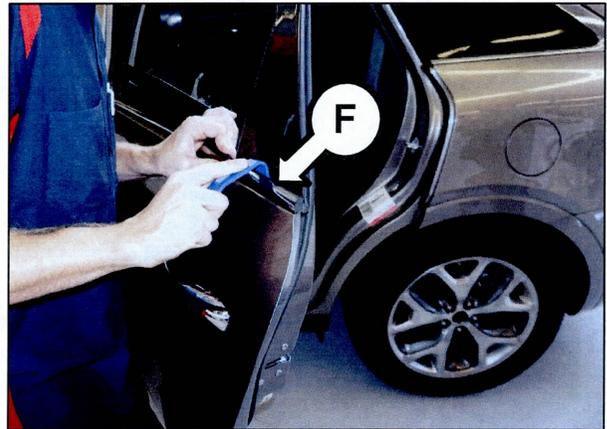
7. Lower the door glass until it aligns with the access hole (E) on the door module. Remove the actuator cables from the door. Remove all electrical connectors and carefully remove the door panel.

**NOTE: Do NOT disconnect any electrical connectors or remove the door panel from the door at this time.**



**SUBJECT: SERVICE ACTION: DOOR LATCH REPLACEMENT (SA 195)**

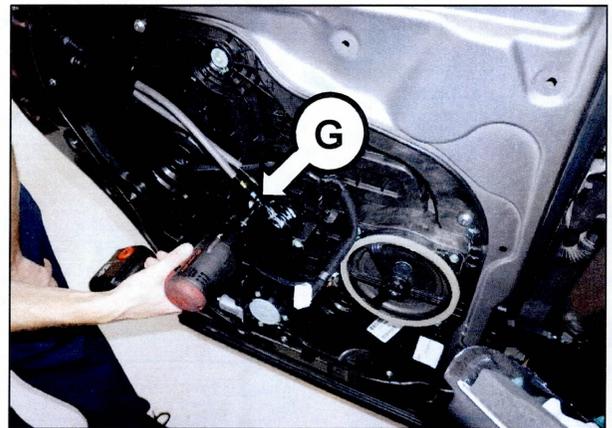
8. Remove the outer belt molding (F) from the door, as shown.



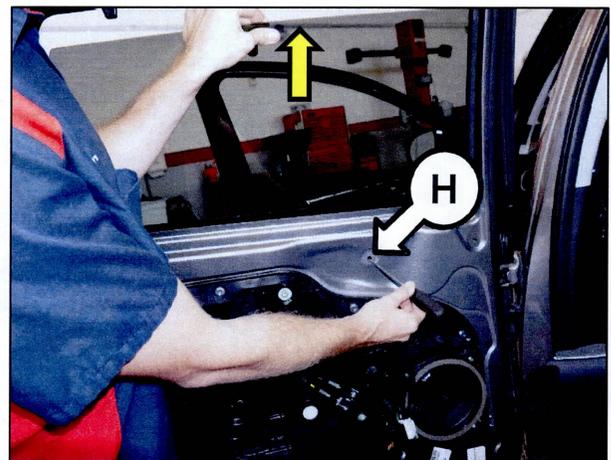
9. Remove one (1) bolt (G) securing the door glass to the window regulator.

**Tip: Use a magnetic pick-up tool to keep the bolts from falling into the door cavity.**

**Tightening Torque: 3.98 lb-ft (1.8 Nm)**



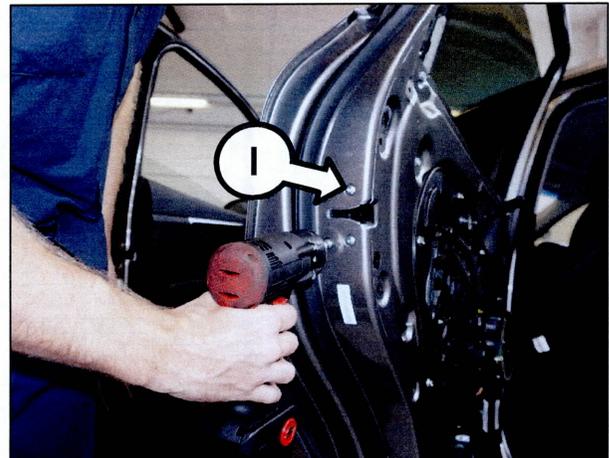
10. Raise the door glass and insert a screwdriver into the hole (H) in the door to hold the glass in the raised position.



**SUBJECT: SERVICE ACTION: DOOR LATCH REPLACEMENT (SA195)**

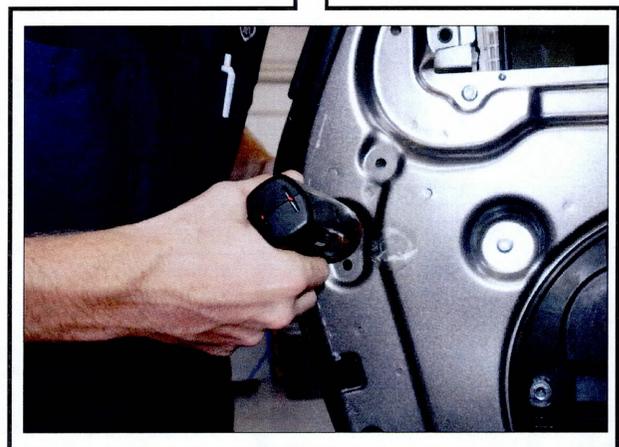
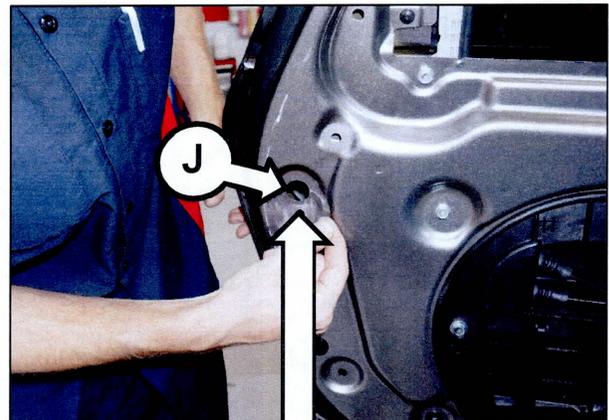
11. Remove three (3) screws (I) securing the door latch mechanism to the door.

**Tightening Torque: 5.1 lb-ft (7.0 Nm)**



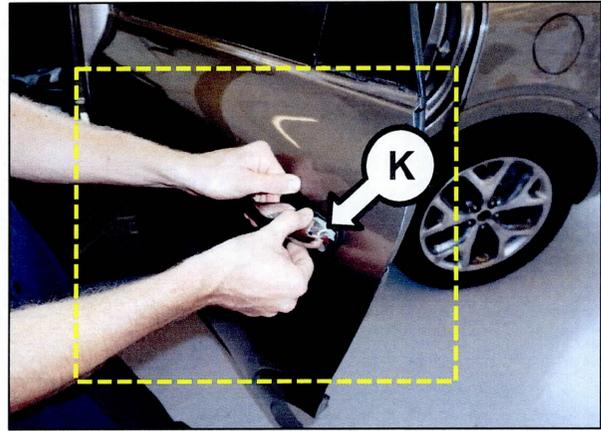
12. Remove the clear tape from the access hole (J) on the door and remove one (1) screw securing the door handle.

**Note: Use care when handling the tape to prevent contaminating the adhesive side.**

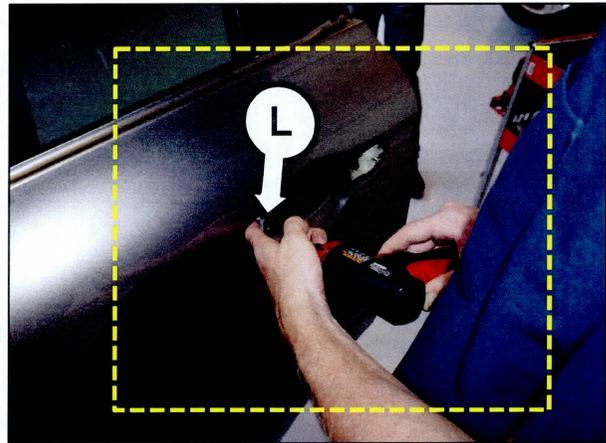


**SUBJECT: SERVICE ACTION: DOOR LATCH REPLACEMENT (SA195)**

- 13. Pull the rear of the door handle (K) out and push the door handle forward to remove it from the door.

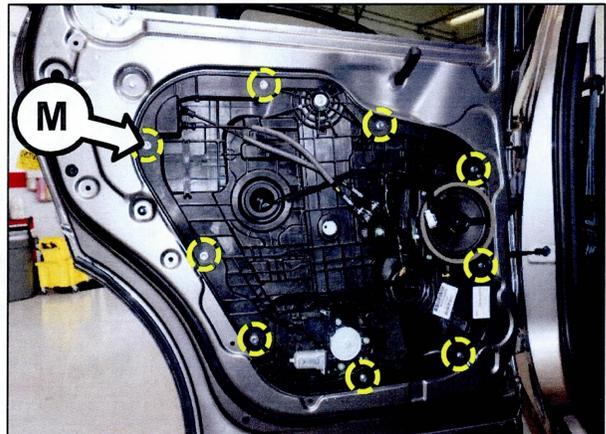


- 14. Remove one (1) screw (L) from the door, as shown.



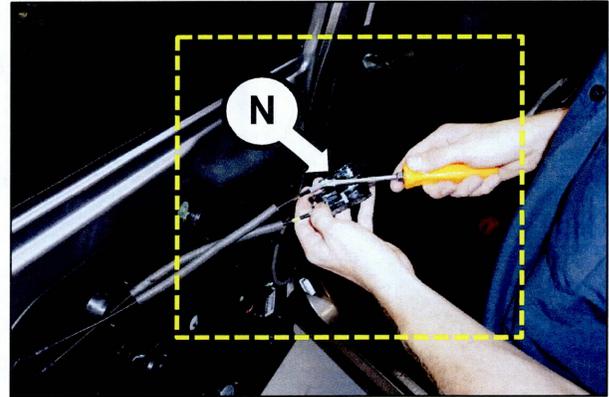
- 15. Remove nine (9) bolts (M) securing the door module to the door frame.

**Tightening Torque: 7.2 lb-ft (9.7 Nm)**



**SUBJECT:** SERVICE ACTION: DOOR LATCH REPLACEMENT (SA195)

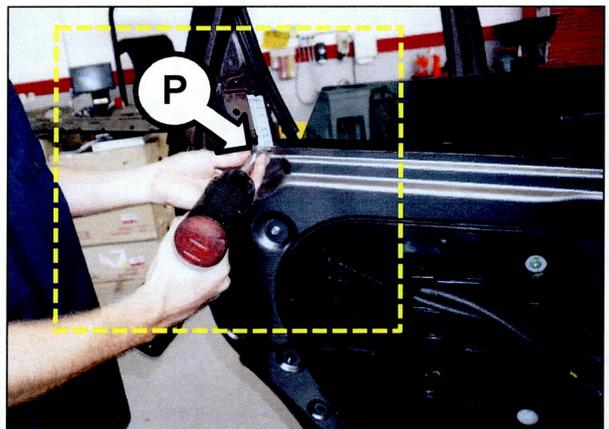
16. Remove the door actuator mechanism (N) and use a pick tool to disconnect the actuator cables



17. Remove the screwdriver (O) holding the glass in the raised position and gently lower the door glass.



18. Remove one (1) screw (P) securing the window channel to the door, as shown.

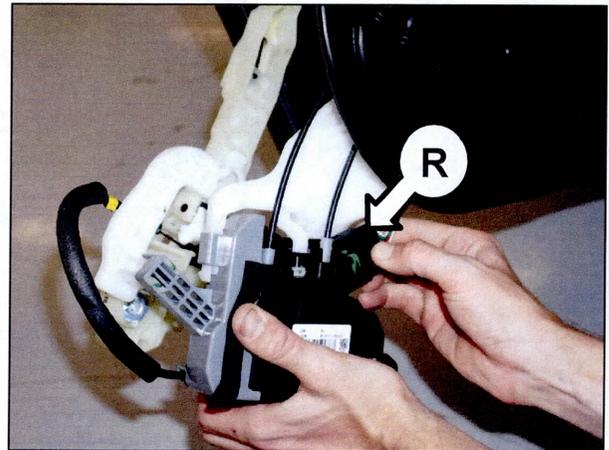


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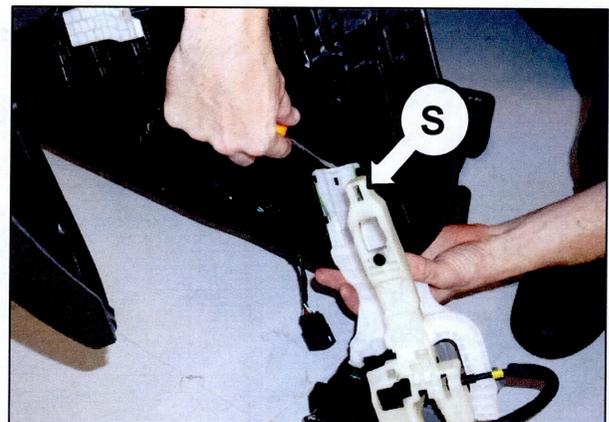
19. Remove the door module (Q) from the door frame.



20. Remove the connector (R) from the door latch assembly, as shown.



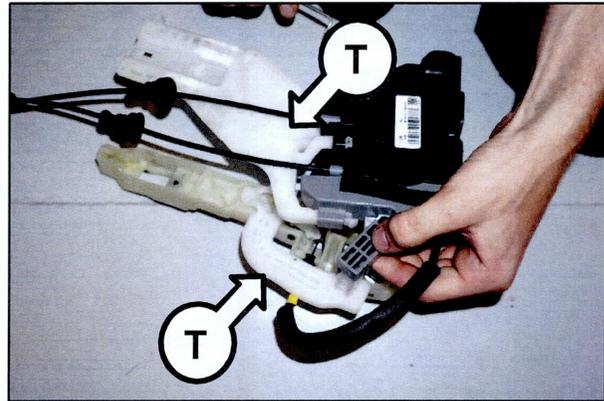
21. Use a flathead screwdriver to pry the door latch (S) assembly from the door module.



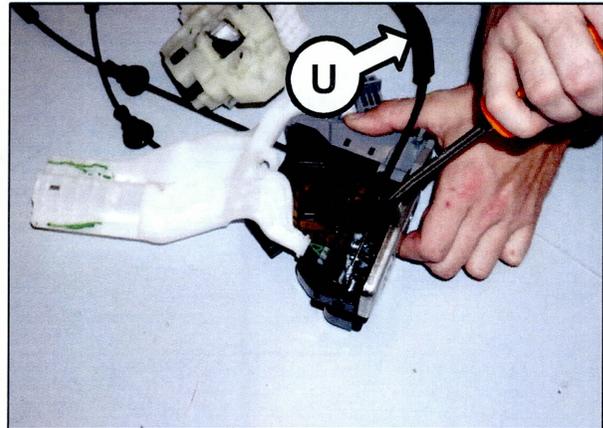
**SUBJECT: SERVICE ACTION: DOOR LATCH REPLACEMENT (SA195)**

22. Remove two (2) mounting brackets (T) from the door latch assembly.

**NOTE: Retain the brackets for re-installation on the replacement door latch assembly.**



23. Remove the actuator cable (U) from the door latch assembly.



24. Re-install the replacement latch assemblies for the rear doors by reversing the removal steps.

**\* NOTICE**

After completing the procedure, use Kia Glass Cleaner (P/N UM040 CH006) to ensure all windows are clean.



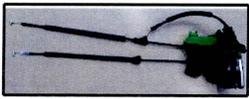
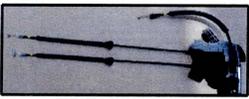
25. Perform the procedure above on the rear passenger side door.

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AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Sorento (UMa)	From March 1, 2015 through June 15, 2015

PARTS INFORMATION:

Part Name	Part Number	Qty.	Figure	Comments
Door Latch Kit	81400 C5000QQK	1	 Front Latch Assembly	This kit includes 4 replacement door latch assemblies and 25 assorted replacement door panel clips
			 Rear Latch Assembly	

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	81310 C5010	0	(SA195) Door Latch Replace (4)	150A24R0	2.1 M/H	81400 C5000QQK	1

NOTE: use sublet code X1 for reimbursement of additional door panel clips (\$10.00 maximum)

**\* NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA195 when accessing the WebDCS system.