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|--|------------------------------|-------------------------------|
|  | GROUP Service Campaign | MODEL 2011MY Sportage (SL) |
| | NUMBER SC086 | DATE November 2010 |
| VOLUNTARY SERVICE CAMPAIGN | | |
| SUBJECT: 2011MY SPORTAGE LX DRIVER'S SIDE POWER WINDOW SWITCH ASSEMBLY VOLUNTARY SERVICE CAMPAIGN | | |

This bulletin provides information relating to some LX Sportage vehicles equipped with "Auto Down" function and produced from the start of production through October 27, 2010. In affected vehicles, the window may not raise or lower even though the power window switch is actuated. To correct this condition and improve customer satisfaction Kia is launching this Service Campaign and replacing the power window switch module assembly on all affected 2011 Sportage vehicles that fall within the vehicle production range. Kia is requesting the completion of this Service Campaign on all affected 2011MY Sportage vehicles in dealer stock prior to retail sales.



Power Window Switch Module Assembly

***NOTICE**

WebDCS must be checked to confirm that SC086 has not been previously done on any vehicle without a campaign completion label. **WebDCS > Warranty Coverage > Warranty Coverage Inquiry > Check Open Campaign Status**

To assure complete customer satisfaction remember to check for any additional open campaigns before returning the vehicle to the customer.

File Under: <Service Campaign>

- Circulate To:
 General Manager
 Service Manager
 Parts Manager
 Service Advisor(s)
 Technician(s)
 Body Shop Manager
 Fleet Repair

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Inspection Procedure:

Open the hood and check for SC086 campaign completion label above the driver's side fuse box. If label exists, NO FURTHER ACTION IS REQUIRED.

If label does not exist, continue to step one (1) of Service Procedure outlined below.



Service Procedure:

1. Remove the driver's door quadrant interior cover (A).

Remove the interior handle cover (B), and then the three (3) door trim mounting screws.

***NOTICE**

The locations of the screws are indicated by the larger arrows, including the screw behind the interior handle cover (B).



2. Disconnect the interior handle cage; then disconnect tweeter speaker and power window connector from the door trim; then remove the door trim.

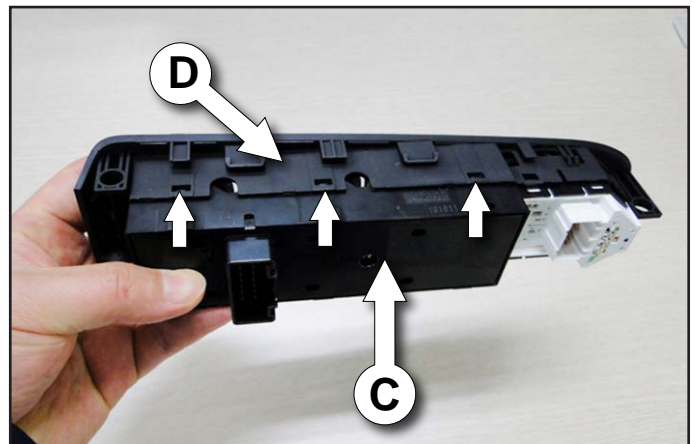


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3. Remove the six (6) power window switch mounting screws (circles), and then remove the power window switch module assembly from the door trim as shown in the photo.



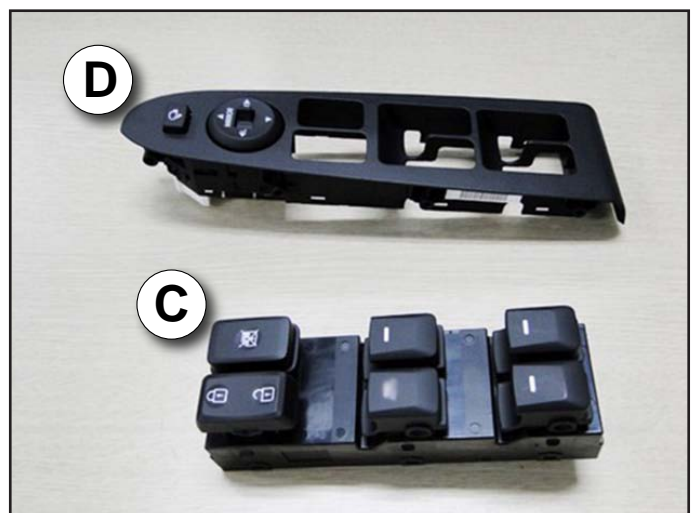
4. Unsnap the locking tabs that secure the power window switch module assembly (C) to the power window switch case (D), and then separate the module assembly from the case.



5. Replace the power window switch module assembly (C) with an new improved assembly into switch case (D)

Install all the removed components in reverse order of removal.

Test power window switch operation several times before releasing vehicle.



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- 6. Attach campaign completion label above the driver's side fuse box.



AFFECTED PRODUCTION RANGE:

| MODELS | PRODUCTION DATE RANGE |
|---------------|--|
| Sportage (SL) | Start of production through October 27, 2010 |

REQUIRED PARTS

| Part Name | Part No. | Figure |
|-------------------------------------|----------------|--|
| Power Window Switch Module Assembly | 93571 3W200QQK |  |

WARRANTY CLAIM INFORMATION:

| Claim Type | Causal P/N | Qty. | N Code | C Code | Repair Description | Labor Op Code | Time | Replacement P/N | Qty |
|------------|----------------|------|--------|--------|--|---------------|---------|-----------------|-----|
| R | 93570 3W000GAH | 0 | N66 | C15 | (SC086) Power Window Switch Assy Replacement | 100088R0 | 0.4 M/H | 93571 3W200QQK | 1 |

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***NOTICE**

To assure complete customer satisfaction, always remember to refer to **WebDCS Warranty Coverage (validation) Inquiry Screen (Service>Warranty Coverage>Warranty Coverage Inquiry)** for a list of any additional campaigns that may need to be performed on the vehicle before returning it to the customer.

***NOTICE**

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To assure complete customer satisfaction, remember to check for any additional open campaigns before returning the vehicle to the customer.