

# Quality Connection

Dedicated to Quality Kia Vehicle Repairs

SPRING 2017 VOL. 12 | NO. 1

## 2018 STINGER

[Models may vary]

[www.kia.com](http://www.kia.com)



### SOUNDS OF SILENCE

Quick fix can dampen undercar rattle

### WELL-SEATED

Adjusting 2nd and 3rd luxury rows

### TUNING UP FOR SUMMER

Think of a customer's vehicle as an orchestra



Genuine Parts

# A dream car is born

## The new Kia Stinger redefines the sports sedan

**A** dream car. There's no better description than that for the new 2018 Kia Stinger that was introduced at this year's North American International Automotive Show (NAIAS). Simply, it redefines what a world-class sports sedan should be.

Although the Stinger can get you to your destination fast with one of two high-performance turbocharged engines, drivers may not want to do that. Instead, they may want to take the long way to their destination, according to Gregory Guillaume, chief designer, Kia Motors Europe, who says the Stinger is a true gran turismo. "The Stinger has nothing to do with being the first to arrive at the destination — this car is all about the journey. It's about passion."

In essence, the passion to drive it is only equaled by Kia's passion for detail to build the highest-performance production car in Kia's history that even the European carmakers envy. The Kia designers and engineers were committed to not only offering a bold, sleek and athletic design (that won the NAIAS EyesOn Design Award), but also were driven to create a GT that offered the best of all worlds in ride, handling,



Kia Stinger: a perfectly balanced gran turismo.

performance, luxury and technology. Call it perfect balance, if you will.

Inside, what most would consider impossible, was achieved. The cabin is spacious but intimate at the same time with its rich, contoured leather seating. Five passengers can stretch out in quiet solitude. Or they can stretch out and enjoy an audio-ophile-worthy sound system. And for good measure, there's an abundance of luggage room for the long trips or golf outings.

While the passengers enjoy the cabin serenity of the ride, the driver will be

thrilled with the drive. Sitting in a seat that features available air-cell bladders in the seatback and side bolsters for optimal support and comfort, the driver can relish the finely tuned suspension that provides optimum road feedback and five different driving modes to accommodate his/her driving preferences.

As one would expect, the technology featured in every Stinger makes driving and riding in one all that much better and confidence inspiring. For instance, its leading edge infotainment system offers connectivity, entertainment and vehicle information, while a heads-up display allows drivers to keep their eyes on the road.

Down the road, one destination the Stinger will visit is a service facility. So when a Stinger pulls into your place of business, keep the dream alive by being prepared to service it properly with Genuine Kia Parts.

### Kia Motors America, Inc.

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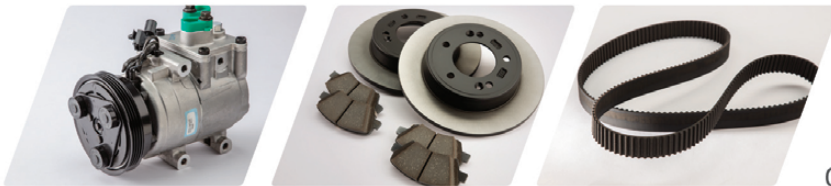
Genuine Parts

# ACCEPT NO IMITATIONS.



You can rely on Kia when it comes to replacement parts. Don't settle for imitations, give them the real deal with Genuine Kia Parts. High Quality and Excellent Fit at a Great Price. CHOOSE KIA!

From headlights to tail lights, to transmissions and compressors, there's just no substitute for genuine. And the ONLY place you can purchase a Genuine Kia Part, backed by the Kia warranty\*\*, is from your local Authorized Kia Dealership. Don't get stuck selling counterfeit and parts not covered by the Kia factory warranty - contact your local Authorized Kia Dealer today for Genuine Kia Parts and Genuine Kia Reman Parts.



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wholesale staff

Most parts  
are in stock

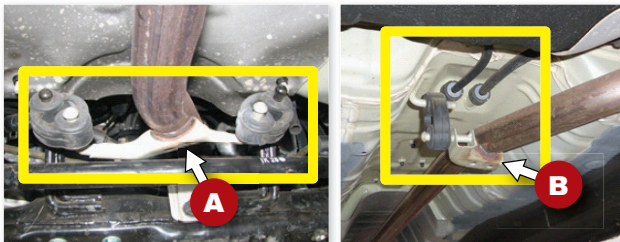
Competitive  
pricing

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# Sounds of silence




Quick fix can dampen undercar rattle




**AFFECTED VEHICLE PRODUCTION RANGE**

Model	Production Range
Rio (JB)	February 25, 2008 to July 10, 2011

**REQUIRED PARTS**

Part Name	Part Number	Figure
Front Muffler Pipe Hanger Assembly	28785 1G300FFF	
Support Assy-Hanger	28786 1G400FFF	
Hanger Exhaust Pipe (3) (Replace only if damaged or missing)	28768 1G000	

 If you witness a rattling noise on a road test in some Rio vehicles produced from February 25, 2008 to July 10, 2011, it may be due to the separation of the front (A) or center (B) muffler pipe hanger brackets, which may have corroded. Inspect the muffler pipe hanger brackets to verify partial or complete separation from the muffler pipe to confirm the source of the noise.

Rather than replace the muffler pipe assembly, you can use Kia's replacement bracket kits to quickly address the issue.

*TSBs may be updated from time to time. Please refer to TSB ENG 120 at [www.kiatechinfo.com](http://www.kiatechinfo.com) for the latest procedures.*

**Muffler pipe hanger bracket inspection**

**1.** Place the vehicle on a lift. Check to determine whether the front muffler pipe hanger bracket (A) has become partially or completely separated from the muffler pipe (B) .

**2.** Check to determine whether the center muffler pipe hanger bracket (C) has become partially or completely separated from the muffler pipe (B) .

**Caution:** Allow the exhaust system to cool before inspecting or repairing.

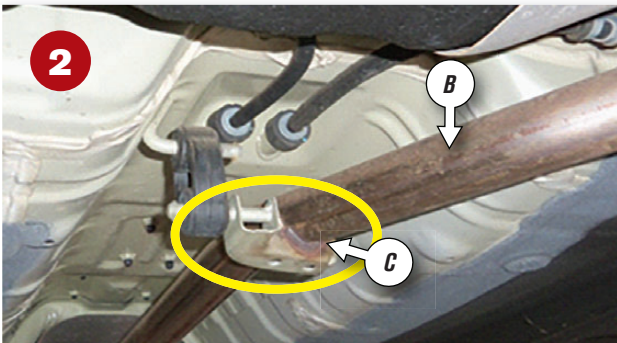
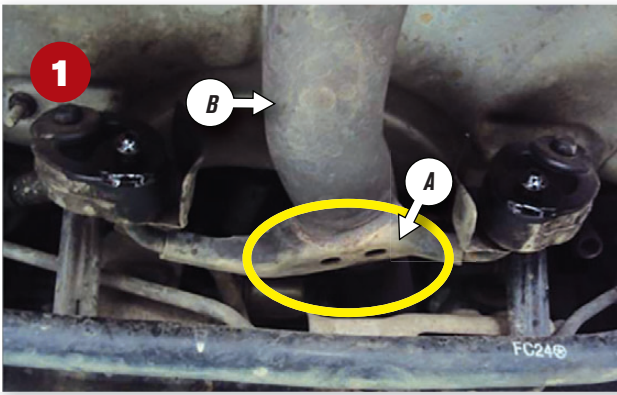
If either or both muffler pipe hanger brackets have completely separated from the muffler pipe, replace them with a new bracket, following the front muffler pipe hanger bracket replacement procedure outlined below. If either or both muffler pipe hanger brackets are only partially separated, use a grinder to separate them completely from the muffler pipe.

**Caution:** Use care when removing the welded part so as not to damage the front muffler flex pipe assembly or the muffler pipe.

» This and updated technical information, such as TSBs and procedures, are available at [www.kiatechinfo.com](http://www.kiatechinfo.com).

» All images are for illustration purposes only.





### Front muffler pipe hanger bracket replacement procedure

**3.** Remove the old front muffler pipe hanger, including the rubber hangers, from the vehicle. Then, install the removed rubber hangers on to the new front muffler pipe hanger bracket, as shown.

**4.** Install the new front muffler pipe hanger bracket (C) over the original mounting location (between existing welds). Rotate bracket to ensure rubber hangers align properly.

**5.** Secure the hanger bracket in place using two nuts. Tighten the mounting nuts to specified torque.  
Tightening torque: 29~43 lb-ft (40~60 Nm)

*Notice : Make sure to properly install the hanger bracket to prevent it from sliding to one side.*

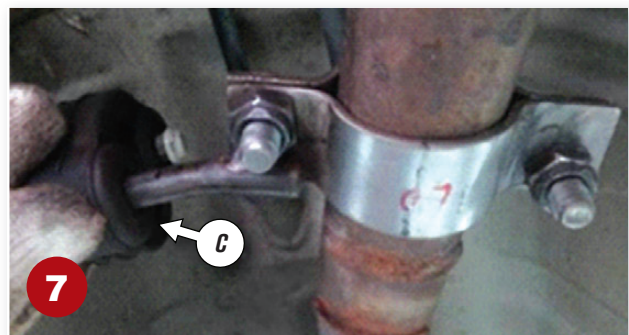
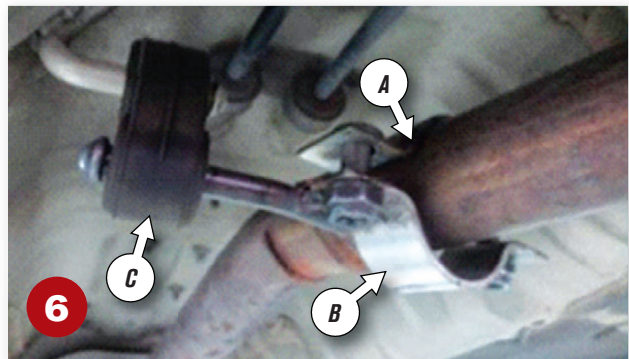
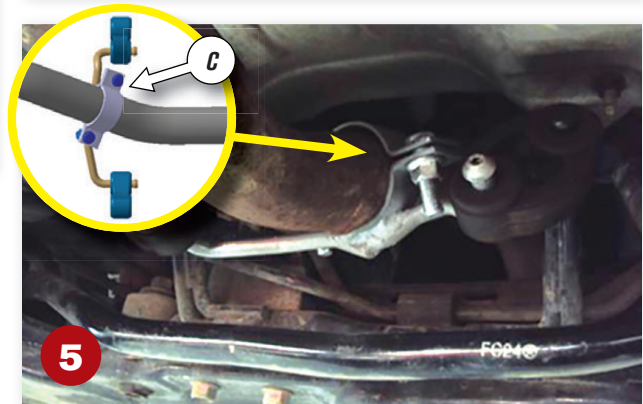
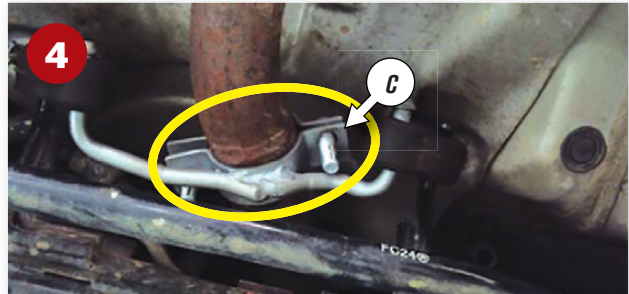
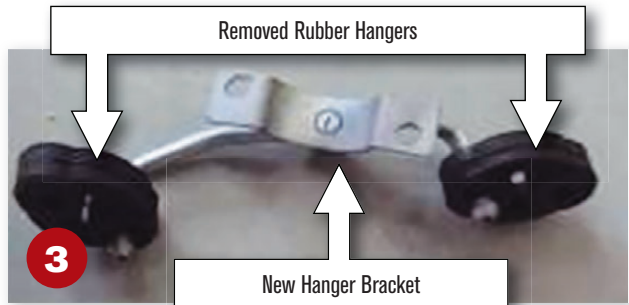
### Center muffler pipe hanger bracket replacement procedure

**6.** Loosely, but securely, install the upper (A) and lower (B) hanger brackets on to the muffler pipe using the locknuts. Then, install the rubber hanger (C) on to the projection on the lower hanger bracket (B).

**7.** Install the rubber hanger (C) to the support on the vehicle and tighten the hanger bracket to the specification below.

*Notice: Prior to tightening the bracket, make sure to support the muffler pipe and that the bracket is correctly oriented.*

Tightening torque: 22~29 lb-ft (29~39 Nm) **KIA**







# Well-seated

## Adjusting 2nd & 3rd luxury rows



The procedures described here may help if you encounter a Sedona (YP) vehicle produced from July 21, 2014 through December 16, 2014 that exhibits the following issues:

- » Difficult to operate fore/aft seat sliding function for 2nd row luxury type seats (only for SXL trim level vehicles), including broken seat adjustment handles, seat-to-track misalignment and excessive effort required to operate the seat adjustment handles.
- » Difficult to release 3rd row seats when stowed for their stowed position.



**Caution:** Use a non-marring trim removal tool (such as Snap-on® PartLumber PBN5 or equivalent) to avoid breaking tabs and/or damaging trim pieces.

TSBs may be updated from time to time. Please refer to TSB BOD 109 at [www.kiatechinfo.com](http://www.kiatechinfo.com) for the latest procedures.

» This and updated technical information, such as TSBs and procedures, are available at [www.Kiatechinfo.com](http://www.Kiatechinfo.com).

» All images are for illustration purposes only, including image above of Sedona VQ.

### Replacing broken seat adjustment handles

**1.** Pull up the fore/aft seat sliding handle (A) to expose the retaining screw. Use a small screwdriver to remove the retaining screw. Pull up the side seat sliding handle (B) to expose the retaining screw. Use a small screwdriver to remove the retaining screw.

**2.** Raise the leg support release handle (C) and the seat recliner handle (D) to expose the retaining screws. Then, use a small screwdriver to remove both retaining screws. Remove the side seat trim screw (E).

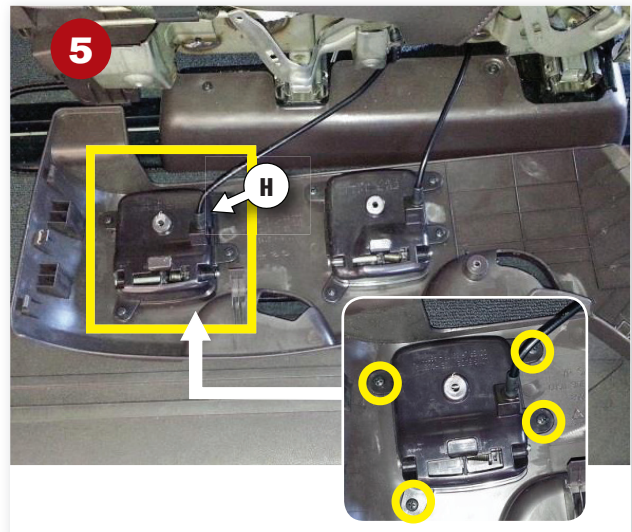
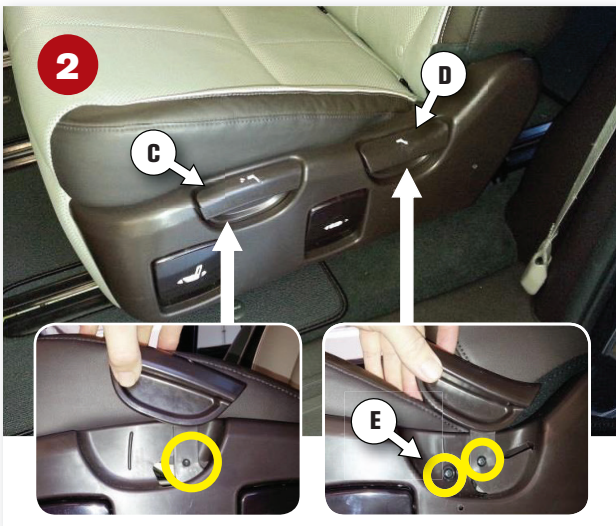
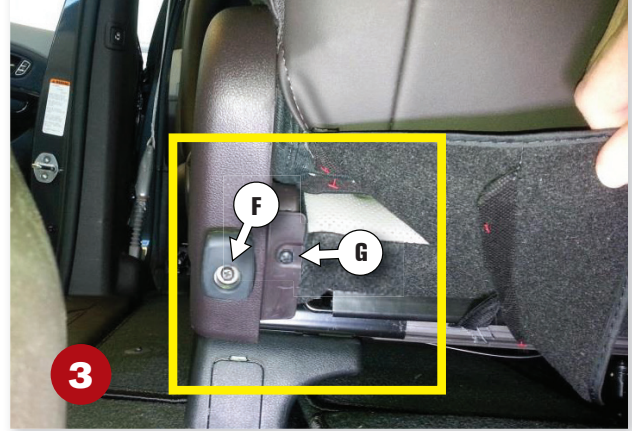
### AFFECTED VEHICLE PRODUCTION RANGE

Model	Production Range
Sedona (YP)	Production Date Range From Job #1 through December 16, 2014

### REQUIRED PARTS

Part Name	Part Number	Quantity	Figure
Fore/Aft Seat Handle (LH)	89171 A9700WK 89171 A9700BND	1	
Fore/Aft Seat Handle (RH)	89271 A9700BND 89271 A9700WK		



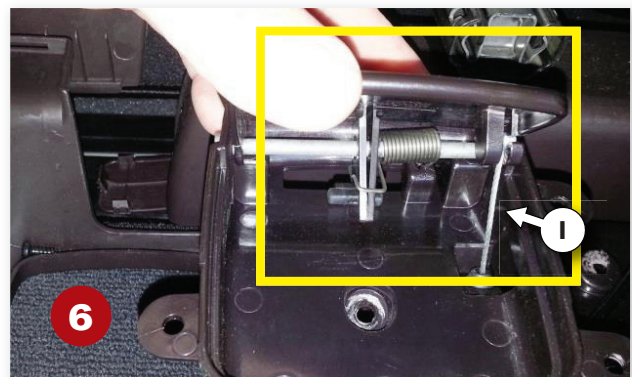


**3.** Remove the two screws (F/G) securing the rear portion of the seat side trim.

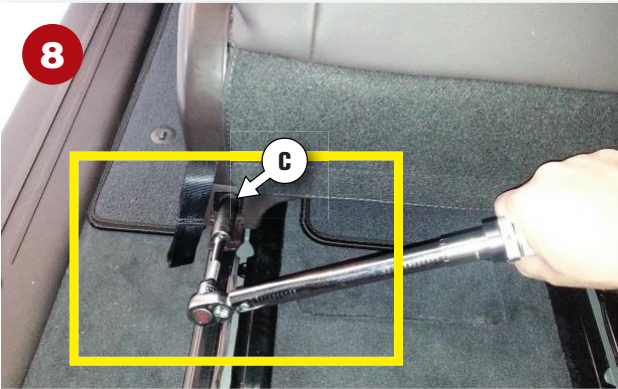
**4.** Use a plastic prying tool to disengage the leading edge of the seat side trim. Continue using the prying tool to remove the seat side trim from the seat assembly.

**5.** Remove the four screws retaining the fore/aft seat sliding handle (H) to the seat side trim.

**6.** Remove the head of the cable (I) from the fore/aft seat sliding handle and replace the handle with a new part. Reinstall all removed components by reversing the order of removal.







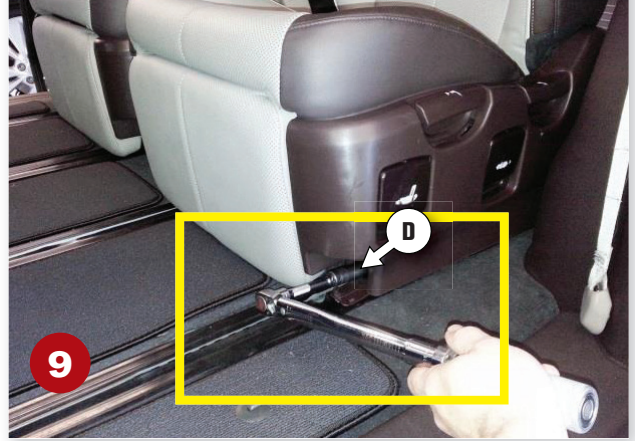
### Adjusting the seat-to-track alignment

**7.** Use a plastic prying tool to open the four trim caps (A/B) at all four corners (inboard/outboard) of the seat. Loosen all four seat mounting bolts (inboard/outboard) and slide the seat fore/aft several times to align seat rails and confirm proper operation.

**Caution:** To prevent from breaking the bolt trim caps (A/B), do not slide the seat to the forward-most or rear-most position.

**8.** Slide the seat forward with the seatback in the upright position and make sure the seat is firmly locked in the track. Then, tighten the two rear seat bolts (C) to specification.  
Tightening torque: 26 ~ 40 lb-ft (35 ~ 55 N·m)

**9.** Slide the seat backward with the seatback in the upright position and make sure the seat is firmly locked in the track. Then, tighten the two front bolts (D) to specification.  
Tightening torque: 26 ~ 40 lb-ft (35 ~ 55 N·m)



### Seat adjustment handles with excessive tension

**10.** Pull up the leg support handle (A) to raise the leg support.

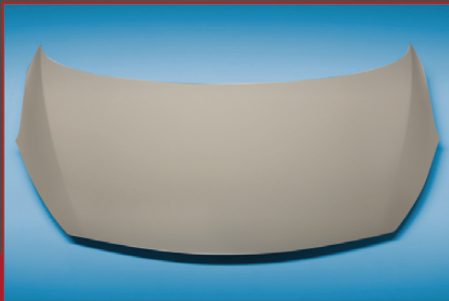
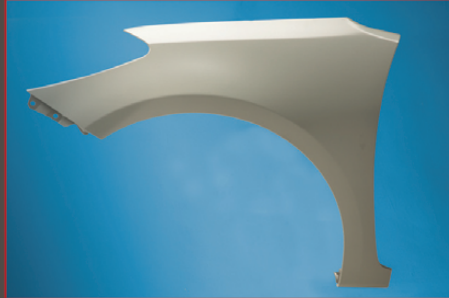
**11.** Locate the fore/aft seat sliding function cable adjusters (B/C) under the seat, as shown.





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From headlights to tail lights, collision parts to transmissions and compressors, there's just no substitute for genuine. And the ONLY place you can purchase a Genuine Kia Part, backed by the Kia warranty\*\*, is from your local Authorized Kia Dealership. Don't get stuck selling counterfeit and parts not covered by the Kia factory warranty - contact your local Authorized Kia Dealer today for Genuine Kia Parts and Genuine Kia Reman Parts.

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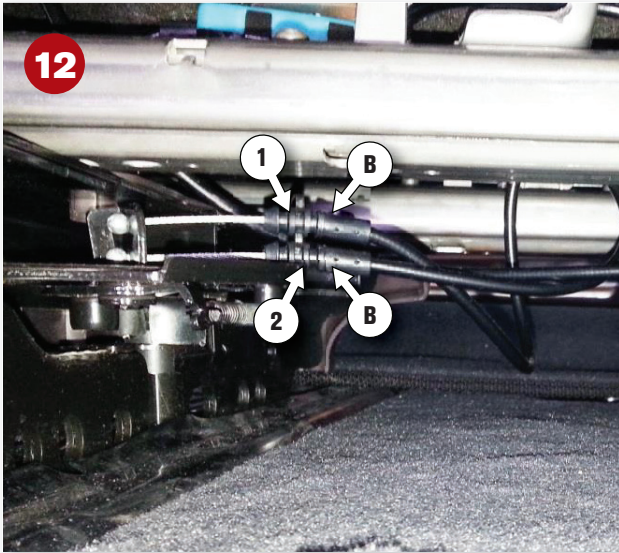
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Most parts are in stock

Competitive pricing

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**12.** Use a long needle nose plier to remove the cable adjuster from the holder. Note: The default setting for the cable adjuster is slot 2. If there is excess tension in the seat release mechanism, reinstall the cable adjuster using slot 1.

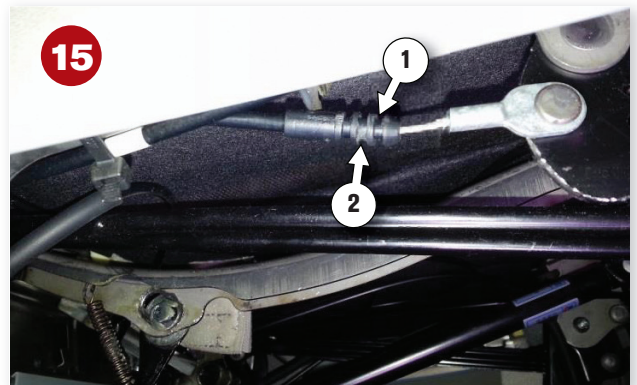
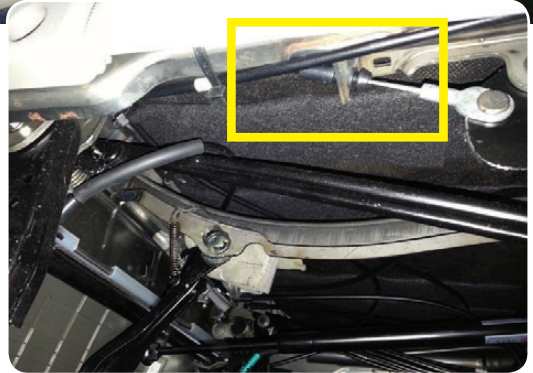
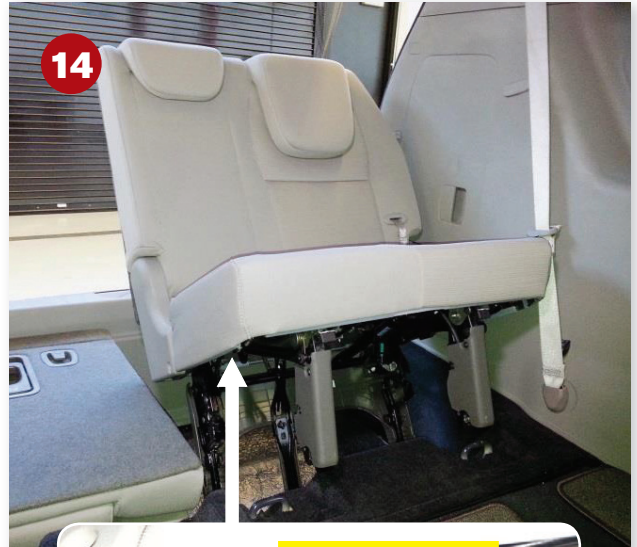
*Notice: Make sure to set the cable adjuster to the same setting on both sides (1B, 2B).*

### Difficult to release 3rd row seats when stowed in the storage compartment well

**13.** Fold the RH seat into the luggage compartment.

*Notice: If the seat release handle lever is broken, the seat will have to be removed.*

**14.** Pull the seat release handle and lift the LH seat off the floor to access the underside, as shown. Locate the seat release cable adjuster.



**15.** Use a long needle nose plier to remove the cable adjuster from the holder. Note: The default setting for the cable adjuster is slot two 2. If there is excess tension in the seat release mechanism, reinstall the cable adjuster using slot one 1.

Operate the seat release handle to make sure the seat will release smoothly and tumble forward.

Repeat the steps above on the opposite side 3rd row seat, if necessary. **KIA**





# Tuning up for summer

Think of a customer's vehicle as an orchestra. It's either in tune or it isn't.

After a long winter of hard starts, bad fuel, wheel spinning, and long idling in freezing and/or variable temperatures, a vehicle's ignition and fuel systems could be experiencing a bit of rough or reduced power.

You'll do your customers a favor by recommending a tune up in which you inspect the ignition and



fuel systems. This may lead to performing a fuel injector and fuel system cleaning, or replacing performance-depleting parts such as a leaky fuel pump, fouled spark plugs, frayed spark plug wires or a malfunctioning PCV valve. If so, we recommend Genuine Kia Parts that offer the highest quality, function and fit for Kia vehicles.

With your service, your customers' vehicles will run cleaner, smoother and quieter this summer. That should be music to your customers' (and your) ears.



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Contact your local Kia dealer today for assistance and delivery of your parts.

\*Contact your local Kia dealer today for assistance and delivery of your parts.

Kia Genuine remanufactured parts sold by Authorized Kia Dealer under warranty are covered for the greater of (1) the duration of the New Vehicle Limited Warranty or (2) the first 12 months from the date of installation or 12,000 miles. Labor charges not included when not installed by an Authorized Kia Dealer. Warranty is limited. See retailer for details.





# It's a matter of control and comfort

## Shocks and struts provide both

It's really that simple. Really.

Even so, drivers often neglect shock and strut replacements mainly because those parts wear out over time and drivers get used to having less control without realizing it.

So, when your customers come in for a service visit, make sure to ask them some questions about how their vehicles ride and handle.

"Have you noticed a harsher ride?"

"How about excessive vehicle bounce, body roll, bottoming out, nose diving or acceleration squat?"

And show them the tire cupping on their treads. Tire cupping (areas of wear across the tread width, spaced evenly around the tire's circumference) is usually a result of the wheels moving up and down excessively.

This excessive movement can lead to additional impact and movement of all of the parts attached to them. Of course, that means the other parts are subject to faster wear and deterioration, too.

Fortunately, Kia offers a full line of Genuine Kia shocks and struts – and all attached parts if needed – to help you keep your customers' vehicles under control. By doing so, it is like having a "controlling interest," so to speak, in your customers' safety and well-being.



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Contact your local Kia dealer today for assistance and delivery of your parts.