

Quality Connection

Dedicated to Quality Kia Vehicle Repairs

SUMMER 2016 VOL. 11 | NO. 2

★
**KIA REACHES
MAJOR MILESTONES**

2 models ranked highest in
J.D. Power Initial Quality Study

2-millionth vehicle produced

SEE PAGE 2



2017 CADENZA

[Models may vary]

www.kia.com

THE HEX OF BODY FLEX

Eliminating mysterious
underbody creaks and squeaks

POP GOES THE SEAT

Noise heard, shifting
felt, in sharp turns

BEAT THE HEAT!

Routine maintenance can
keep an engine from
overheating



Genuine Parts

Kia reaches major milestones

2 models ranked highest in J.D. Power Initial Quality Study; 2-millionth vehicle produced

There's no question that Kia has had a meteoritic rise in the automotive market by offering customers cutting edge design, high quality and advanced technology. The latest evidence of our crusade to build the best vehicles in the world came from J.D. Power in its 2016 Initial Quality Study. The global market research company recently named the Kia Soul as "The Highest Ranked Compact Multi-Purpose Vehicle in Initial Quality" and the Kia Sportage as "The Highest Ranked Small SUV in Initial Quality."

"This achievement is the result of Kia's decade-long focus on craftsmanship and continuous improvement, and reflects the voice of our customers, which is the ultimate affirmation," said Michael Sprague, chief operating officer and EVP, Kia Motors America. "There is no doubt Kia is a world-class automaker."

This major milestone was preceded by another earlier this year: the production of Kia's two-millionth vehicle. As the white 2016 Sorento SXL rolled off the assembly line in West Point, Georgia, Georgia Governor Nathan Deal spoke of the



Kia rolls out 2-millionth U.S. made vehicle.

Kia-Georgia partnership. "The company's continued investment in the state speaks volumes to our pro-business atmosphere, and we will continue to support them as they grow here."

It's a success story that doesn't happen that often, or that quickly. In just seven years, Kia Motors Manufacturing Georgia, Inc. achieved this milestone. When Kia invested \$1.1 billion to start mass production at the Georgia plant, aggressive goals were set that has led the plant to producing more than 40 percent of all Kia vehicles sold in the U.S.

Of course, the reason production is so

high is because sales are, too. In fact, Kia Motors America announced a new first quarter record of 146,321 vehicles. Moreover, Forte, Sportage and Sedona nameplates posted double digit gains over the same period last year.

Sprague explains how this was achieved: "Sell down of the outgoing Sportage exceeded our expectations, and the arrival of the completely redesigned model is the latest reason for customers to discover the 'New Kia' as we continue challenging everything people think they know about this brand."

As a repair facility, we hope you realize our commitment to build quality vehicles, and when they do need to be serviced, to provide the highest quality parts to you that will make your job as easy as possible.

Kia Motors America, Inc.

The Kia Soul and Sportage received the lowest number of problems per 100 vehicles among compact MPVs and Small SUVs, respectively, in the J.D. Power 2016 Initial Quality Study, based on 80,157 total responses, evaluating 245 models, and measures the opinions of new 2016 vehicle owners after 90 days of ownership, surveyed in February-May 2016. Your experiences may vary. Visit jdpower.com.

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Routine maintenance can keep an engine from overheating



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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are in stock

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pricing

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The Hex of Body Flex

Eliminating mysterious underbody creaks and squeaks

» **WARNING:** Optima Hybrid repair must be conducted only by Kia Hybrid trained technicians. Do not attempt without the proper skills, training, or tools. Vehicle servicing performed by untrained persons could result in injury to those persons, to others, or to the vehicle.

» This and other technical information is available at www.Kiatechinfo.com.

» All images are for illustration purposes only.

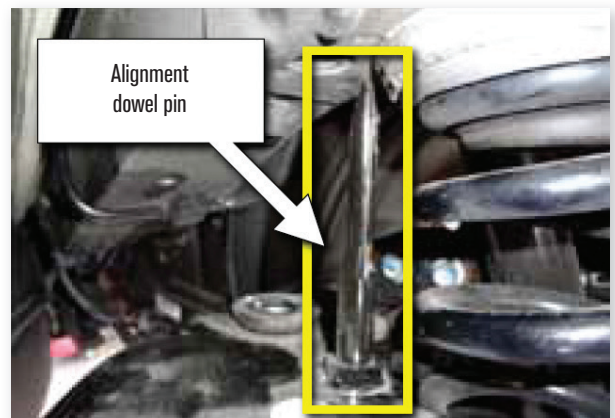
» **NOTICE:** VINs that start with 5XX are designated Optima (QF) and built in the United States. VINs that start with KNA are Optima (TF) and built in South Korea.

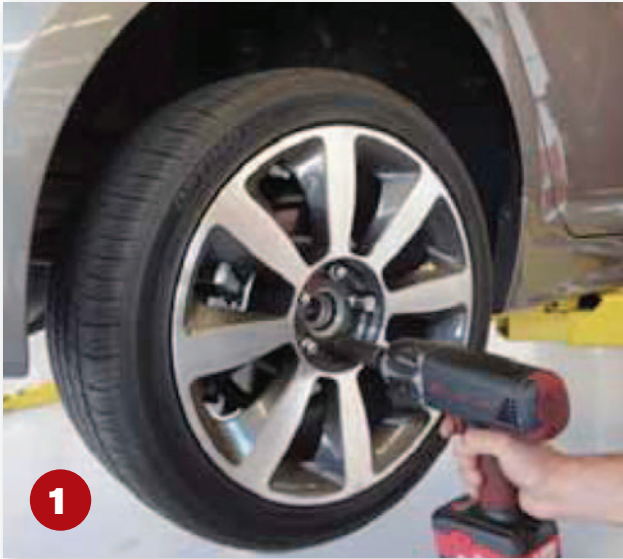
AFFECTED MODELS

| Model | Production Date Range |
|------------------------|---------------------------------|
| Optima (QF) | 2012mY SOP to November 14, 2012 |
| Optima (TF) 2012MY | July 15, 2011 to April 26, 2012 |
| Optima (TF HeV) 2012MY | May 13, 2011 to April 26, 2012 |

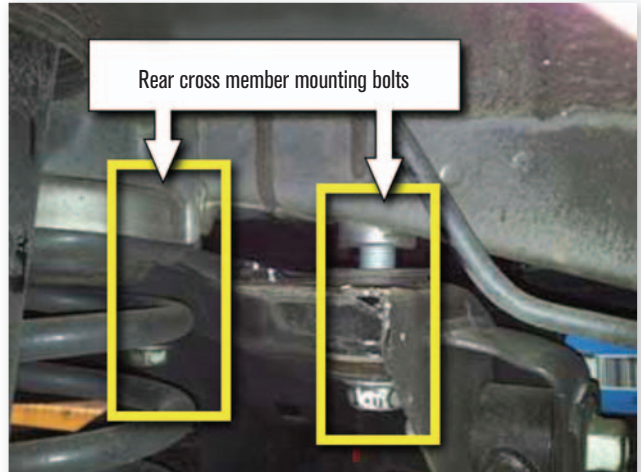
This article provides information related to some 2012MY Optima (QF) vehicles produced from 2012MY SOP to November 14, 2012, Optima (TF) vehicles produced from July 15, 2011 to April 26, 2012, and Optima Hybrid (TF HeV) vehicles produced from May 14, 2011 to April 26, 2012 that may exhibit a creak or squeak type noise from the rear underbody during body flexing or torsion while driving at slow speeds. Before performing the repair, the concern should be duplicated by driving at parking lot speeds on uneven/bumpy pavement to induce body torsion and to recreate the noise.

Note: This condition can also be replicated by rocking the rear of the vehicle side-to-side.





1

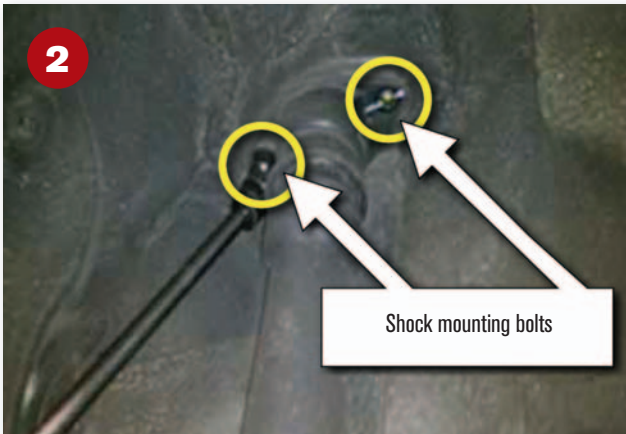


Rear cross member mounting bolts



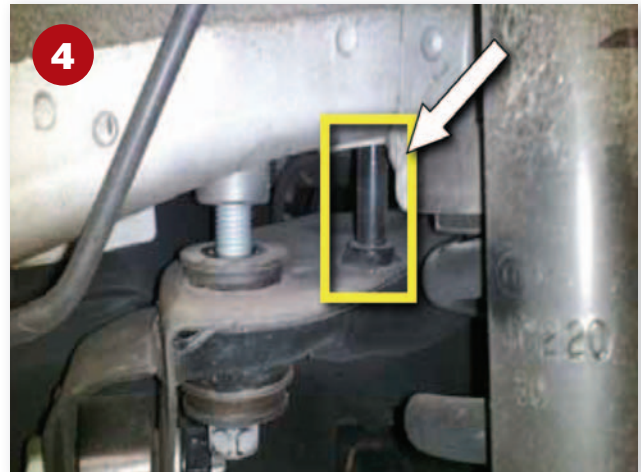
3

Lower the cross member 1.5 inches



2

Shock mounting bolts



4

Service Procedure

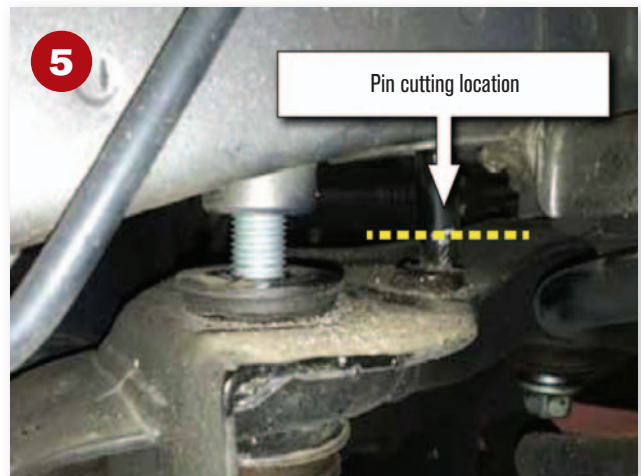
Notice: A two-post lift must be used for this service procedure. A transmission jack will also be needed to lower the rear cross member.

1. Remove both rear wheels.
2. Remove the two rear upper shock mounting bolts (perform the repair one side at a time).
3. Lower the rear cross member (1.5 inches) by loosening the cross member bolts (perform the repair one side at a time).

Caution: Support the rear cross member by placing a transmission jack under the rear control arm before proceeding. Do not completely remove the rear cross member bolts, and only work on one side at a time.

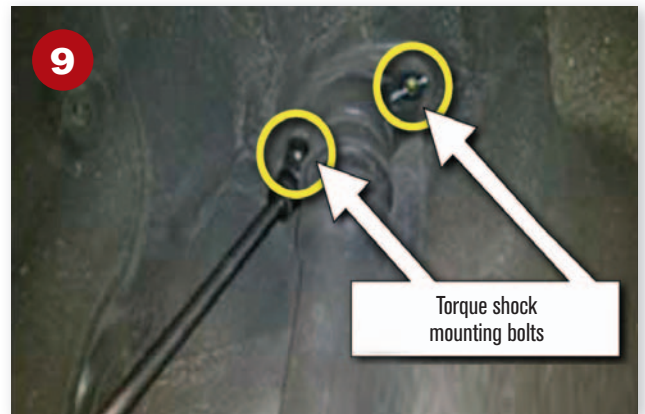
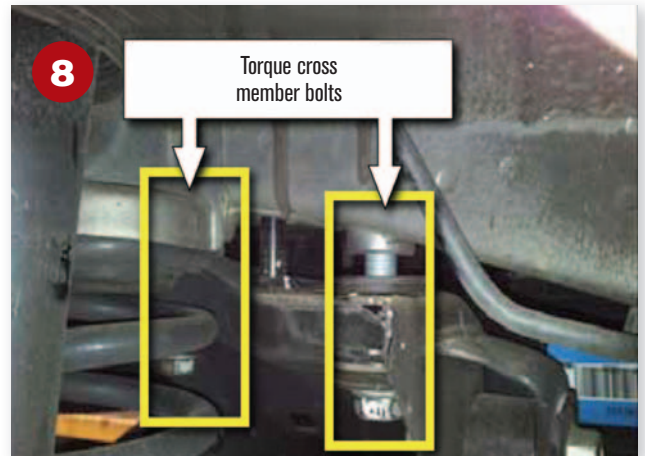
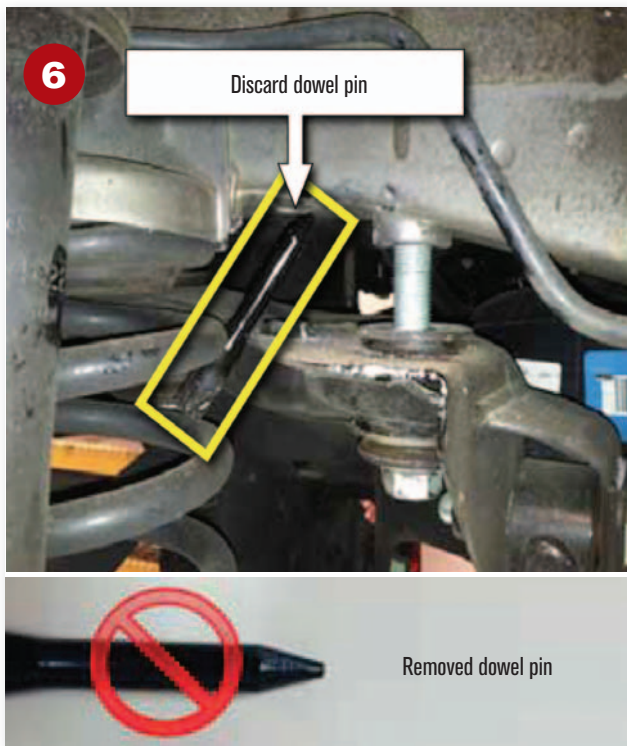
4. Locate the cross member alignment dowel pin.
5. Use a reciprocating saw, pneumatic metal saw or equivalent to remove the alignment dowel by cutting near the base of the pin (10mm maximum from the base).

Notice: Use a saw blade which is just long enough to reach the pin (5-inch blade). Be careful not to damage any other components. **Caution:** Be sure to use proper protective gloves/equipment when handling cut off tool.



5

Pin cutting location



- 6.** Remove and discard dowel pin.
- 7.** Apply zinc spray or cavity wax to exposed area(s) to prevent corrosion/rust of the bare metal.
- 8.** Torque the two rear cross member bolts.
Cross member bolt torque specifications: 115-130 ft-lbs (156.9~176.5 Nm)
- 9.** Reinstall and torque the rear upper shock mounting bolts.
Shock bolt torque specifications: 36-63 ft-lbs (49.0~63.7 Nm)

- 10.** Reinstall the wheel on the repaired side using the star torque pattern as indicated in the photo insert. Wheel lug nut torque specifications: 65~79 ft-lbs (88.3~107.9 Nm). Repeat steps 1~10 for pin removal on the opposite side of the vehicle. **KIA**

The Sorento and Optima GDI (EX, SX & Limited and certain LX Trims only) are assembled in the United States from U.S. and globally-sourced parts.



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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.

WE OFFER NOTHING BUT THE BEST

Dedicated wholesale staff

Most parts are in stock

Competitive pricing

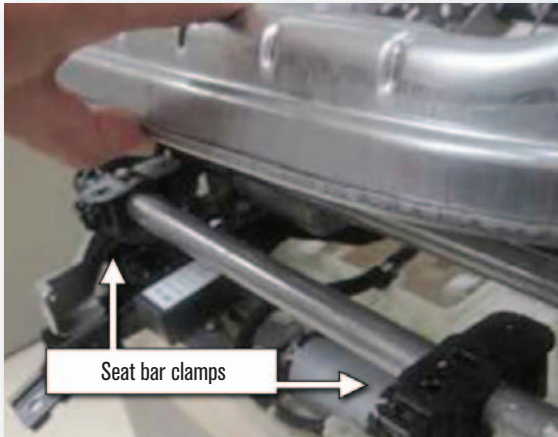
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Pop Goes the Seat

Noise heard, shifting felt, in sharp turns

➔ Some 2012MY Optima (QF) vehicles produced from 2012MY SOP to May 3, 2012 with the power seat option may reveal a popping noise and/or a shifting feeling during sharp turns. Follow the repair procedure below to eliminate these occurrences. Note that this procedure is not intended to eliminate movement in the seat mechanism. Some movement in the seat mechanism is normal and does not require repair.



Lubricate both ends of the seat pan bar and the interior surfaces of both clamps.

AFFECTED VEHICLE PRODUCTION RANGE

| Model | Model Year |
|--------------------|--------------------------------|
| 2012MY Optima (QF) | From 2012MY SOP to May 3, 2012 |

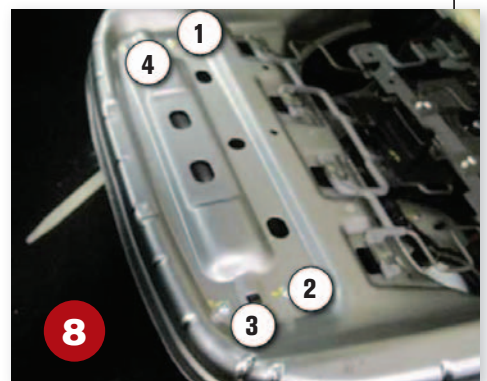
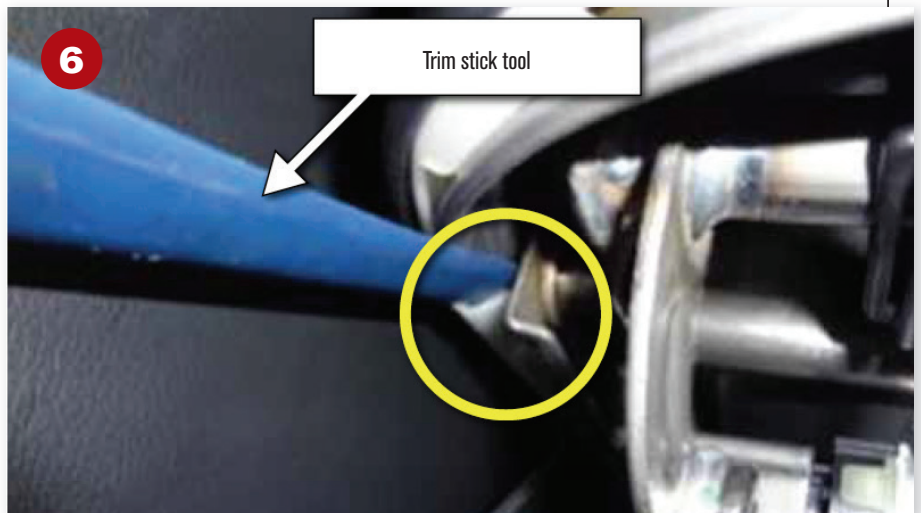
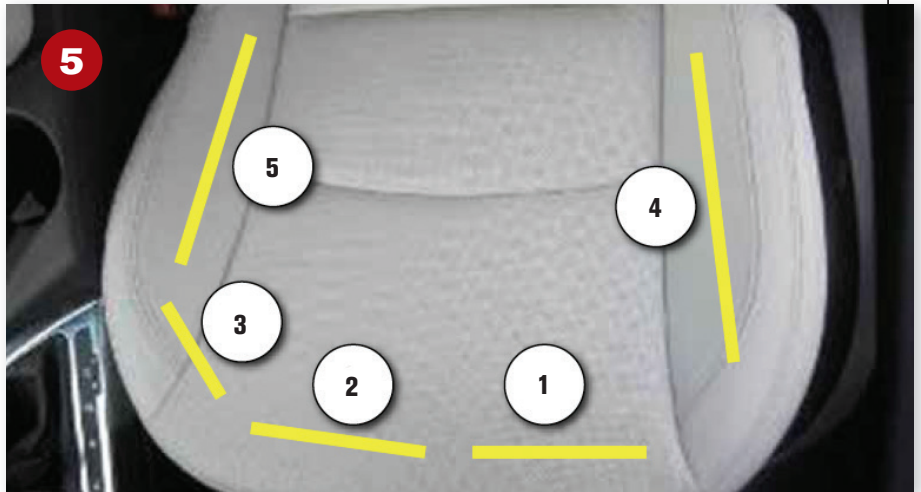
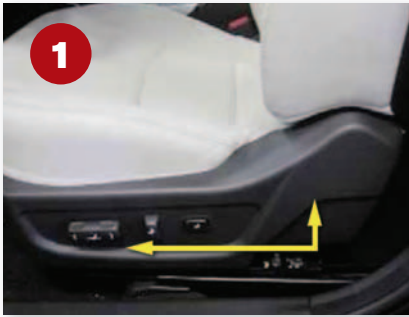
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MODEL FEATURED:
2012 Optima
(QF)



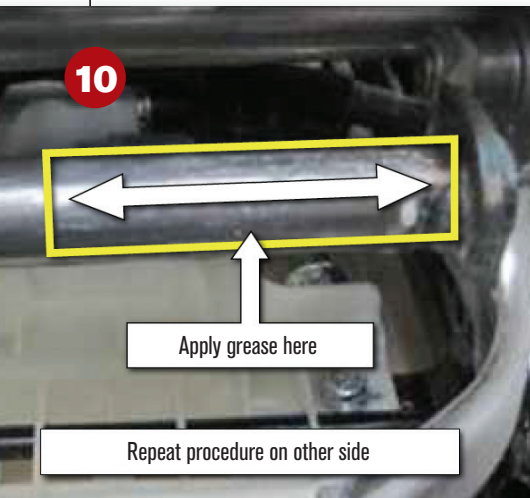
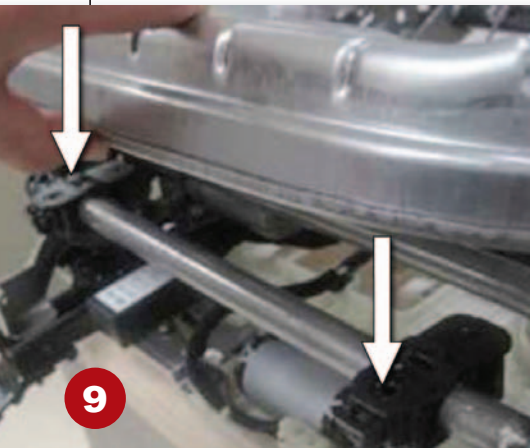
Driver's Seat Pan Bar Lubrication Service Procedure

- 1.** Move the seat forward and move upward to maximum position.
- 2.** Use your hand to disconnect the first tab only. Apply a light pulling force at the lower rear portion of the side trim cover, pulling trim piece towards you.
Caution: Be careful not to damage the side cover during removal.
- 3.** Push/pull the front of the cover forward to release from mounting tab.

- 4.** With the wire harness still connected to the seat cover, move the seat back in order to access the seat cushion mounting j-clips.
- 5.** Remove the cushion mounting j-clips (#1- 4) from the seat frame. (Remove the front j-clip first for easier removal). The locations of the j-clips are highlighted (yellow lines) in the photo.
Notice: Remove seat cushion and clips in

- numerical sequence (1~5) as indicated in the photo.*
- 6.** Insert trim stick tool to remove j-clip #5 nearest to center console.
- 7.** With the cushion mounting j-clips removed, lift the cushion to expose the seat pan.
- 8.** With the cushion lifted, remove the four seat pan fasteners.

Collision



9. Raise the seat pan to access the two seat bar clamps as indicated by the arrows.

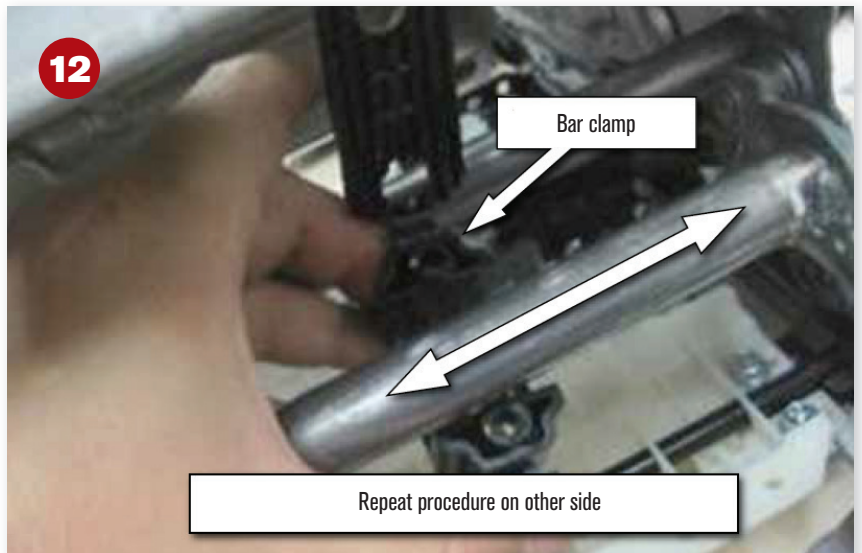
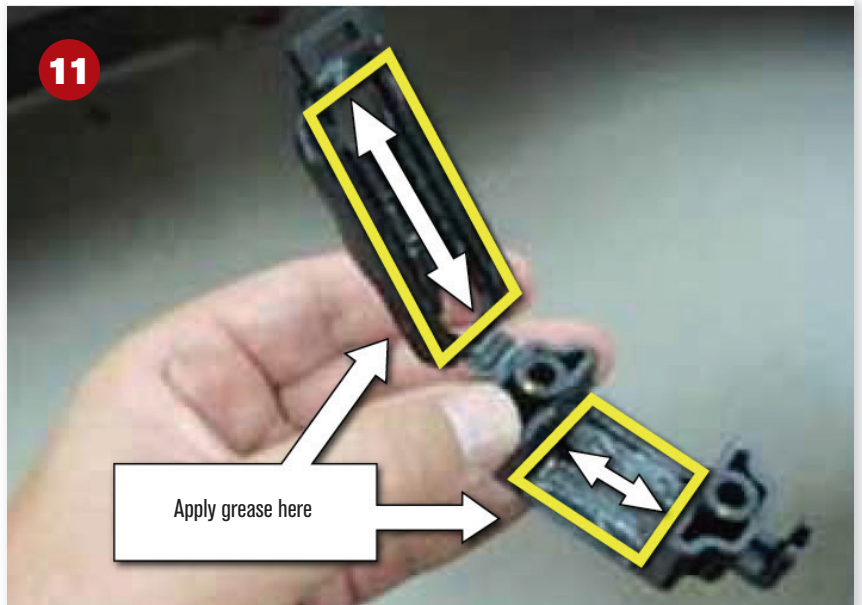
10. Remove the clamps and use a quality grease to lubricate both ends (left and right sides) of the seat pan bar as indicated in the photo.

Notice: Use a high quality non-dripping grease such as Red Crown grease or a lithium based grease.

11. Lubricate interior surfaces of both clamps (left and right sides) as indicated in the photo.

Caution: Do not use an excessive amount of grease as this could cause contamination of the interior.

12. Reinstall both bar clamps (left and right sides) and slide the bar clamp back and forth to spread grease evenly.



13. Lower the seat pan back onto the seat pan bar and ensure the square tab on the top of clamp goes into the square opening on seat pan.



14. Reinstall all four fasteners (red circles), and tighten using a torque wrench. Torque specification: 2.2 ft-lbs,

26.4 in-lbs (3 Nm). Reassemble the seat cushion and seat side cover in reverse order of removal. Verify that the concern has been corrected. **KIA**

How do you tell a new Genuine Kia A/C compressor from a remanufactured Genuine Kia A/C compressor?

Answer: **The label.**

Otherwise, you can't tell the difference. That's because the reman part looks the same as a new part, fits the same as a new part, performs the same as a new part and has the same warranty as a new part. In other words, a Genuine Kia part is a Genuine Kia part, whether it is new or reman.

How is this possible? We have an extensive reengineering process that assesses cores individually — by closely inspecting, cleaning, dismantling, and checking and evaluating them for defects. Then they are brought back to OE spec with new and updated components. In effect, what was used is new again.

You can install this Genuine Kia reman A/C compressor — or any Genuine Kia reman part — with complete confidence that it will work like a new part. That's peace of mind for you and your customer. And all at a reduced cost to the customer which builds confidence in you.

**Genuine Kia Reman parts
— every bit as Genuine as
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Beat the heat!

Routine maintenance can keep an engine from overheating

Summer can be a bummer when stuck in traffic and the engine starts to overheat. As the needle in the temperature gauge rises, so does a motorist's blood pressure.

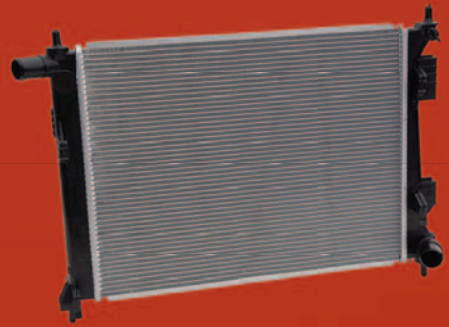
There's not too much that can be done other than to pull over and turn off the engine; otherwise, there's the real risk of engine failure due to excessive heat.

Under summer's extreme conditions, you can't take anything for granted. So help your customers by suggesting a routine cooling system check.

So how is the coolant level and its strength? Is the electric fan working properly? Is the thermostat opening as needed? Are there any cracks in the belts and hoses? Is the radiator cap holding a tight seal? And how about the radiator – when was the last time it was flushed?

A cooling system inspection will keep your customers on the road with confidence, even in the hottest weather. And if cooling system parts are needed, install Genuine Kia replacement parts for perfect fit, form and function.

Genuine Kia replacement parts are made to perform — anywhere, anytime, all the time.



Genuine Parts

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