

	GROUP BOD	MODEL 2017-2018MY Forte (YDm)
	NUMBER 192 (Rev 1, 08/28/2019)	DATE August 2019
TECHNICAL SERVICE BULLETIN		
SUBJECT: COMBINATION TSB/SERVICE ACTION: FUEL FILLER DOOR OPENING IMPROVEMENT (SA388)		

*** 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 improve the fuel filler door opening mechanism on some 2017-2018MY Forte (YDm) vehicles produced from May 23, 2016 through February 2, 2018 which may exhibit a fuel filler door that does not pop open and/or does not open far enough. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.

For vehicles not on the Affected Vehicles list, but still experiencing the issue described above, perform the procedure outlined in this bulletin and submit a warranty claim per “customer concern” (Standard TSB) claim information on page 4.



*** 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.

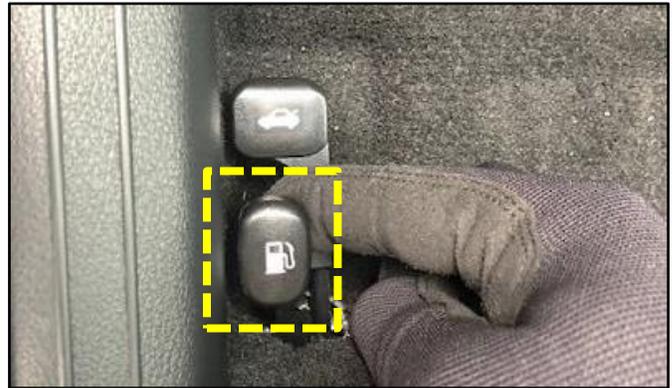
This issue number is SA388.

File Under: <Body>

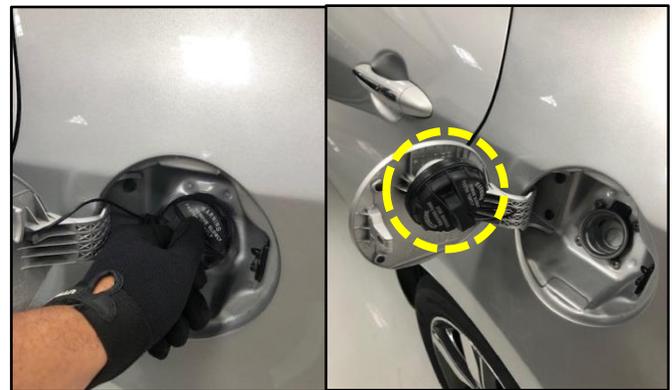
-
- General Manager
 Service Manager
 Parts Manager
 Service Advisors
 Technicians
 Body Shop Manager
 Fleet Repair

Fuel Door Repair Procedure:

1. Open the fuel door by pulling up on the release knob located inside the vehicle.



2. Remove the fuel filler cap and attach the cap to the fuel door as shown.



3. Remove the two (2) fuel door retaining bolts (A).

**Torque for bolt (A): 2.9 - 4.3 lb-ft
(3.9 - 5.8 N.m, 0.4 - 0.6 kgf.m)**

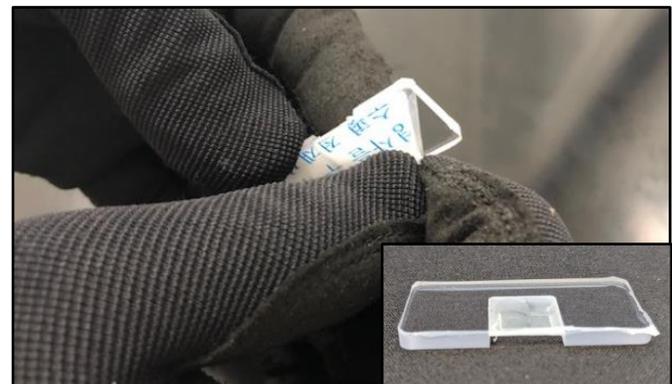
*** NOTICE**

Be careful not to scratch the fuel door painted surface during removal.



4. Remove the plastic wrap from both sides of the supplied PC pad.

**Side A (top) – With smooth flat surface.
Side B (bottom) – With recessed gap.**



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5. Apply Loctite 401 super glue (or equivalent) to the bottom of the PC pad surface, **Side B**.

★ NOTICE

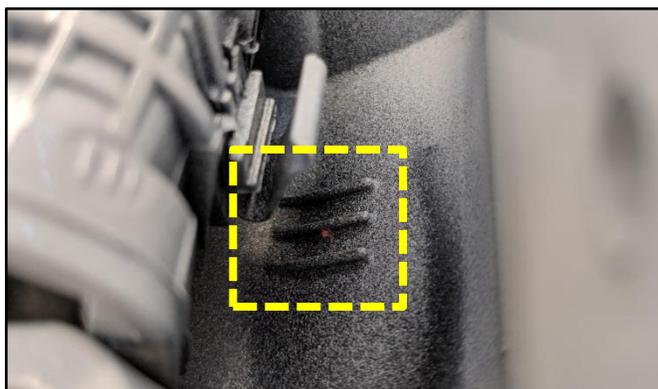
Only apply enough super glue to secure the pad to the fuel filler door surface. Any excess glue should be cleaned accordingly.



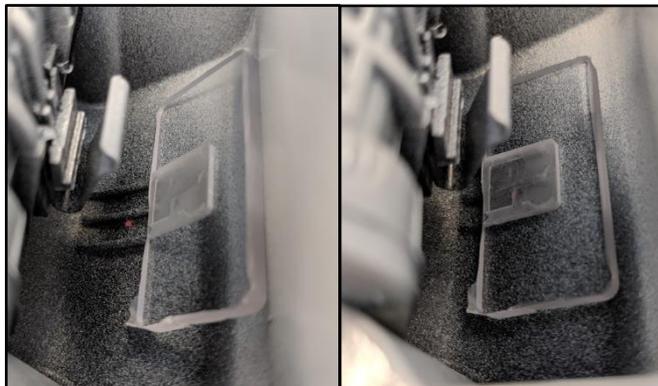
6. Locate the 3 grooves on the inside of the fuel cap filler door hinge. Clean the surface area using alcohol or a general purpose adhesive cleaner.

★ NOTICE

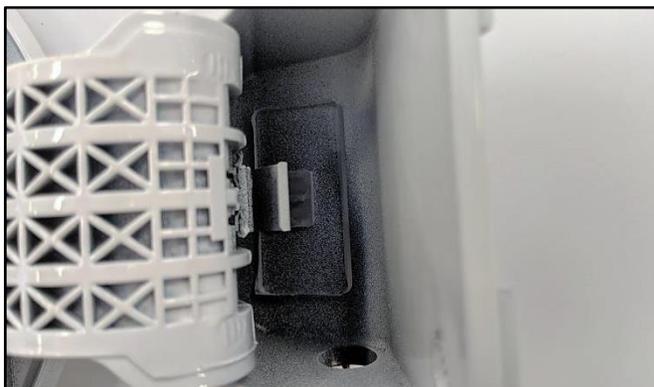
Failure to thoroughly clean the surface may result in an ineffective or repeat repair.



7. Slide the PC pad (Side B) faced down over the fuel door marking. Press down firmly (Side A) to ensure pad is flat against the fuel door surface.



8. Reinstall the fuel door in the reverse order of removal.



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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Forte (YDm)	May 23, 2016 through February 2, 2018

REQUIRED PART:

Part Name	Part Number	Figure
PC Pad	69599 B0000QQK	

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	69510 A7001	0	(SA388) Fuel Filler Door Opening Improvement	190M07R0	0.3 M/H	69599 B0000QQK	1

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SA388** when accessing the WebDCS system.

STANDARD WARRANTY CLAIM INFORMATION:

Use this information only to file a warranty claim for vehicles for which:

1. A customer complains of the same concern, as described on Page 1.
2. The VIN does not appear on the Affected Vehicles list for Service Action 388.
3. The vehicle model year and production date range are as identified in this bulletin.

N Code: N99 C Code: C99

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	69510 A7001	0	Fuel Filler Door Opening Improvement	81570R00	0.3 M/H	69599 B0000QQK	1

Note: Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.