



GROUP	MODEL
Customer Satisfaction	2010-2022MY Multiple Models
NUMBER	DATE
CS2311	December 2023

## TECHNICAL SERVICE BULLETIN

# CUSTOMER SATISFACTION: THEFT DETERRENT IGNITION CYLINDER PROTECTOR & DECAL INSTALLATION (CS2311)

SUBJECT:

This bulletin provides information to install a Theft Deterrent Ignition Cylinder Protector on certain 2010-2022MY Kia vehicles outlined on page 13, which may not have been equipped with an immobilizer and whose Integrated Body Control Unit (IBU) / Body Control Module (BCM) are not able to receive the Anti-Theft Software Logic upgrade under CS2301/02/03/04/05/06/07/08/09 TSBs. In an effort to help prevent thefts of Kia vehicles that are not equipped with an immobilizer, a protective cover will be permanently affixed to the ignition cylinder. This Theft Deterrent Ignition Cylinder Protector prevents the removal of the key lock cylinder thereby preventing access to the ignition tumbler. Follow the procedure outlined in this publication to install the Theft Deterrent Ignition Cylinder Protector as described in the bulletin on the applicable vehicle.

Window decals should also be applied to both front windows in accordance with the instructions on page 10 to indicate this Theft Deterrent Ignition Cylinder Protector installation has been completed (unless a customer specifically requests that they not be installed). An initial supply of window decals will be shipping directly to dealers. Should there be a delay in receipt of this supply, track any customers that may need window decals and arrange installation upon receipt of the stickers.



### NOTICE

To assure complete customer satisfaction, always remember to refer to KDealer+ 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.

**CUSTOMER SATISFACTION: THEFT DETERRENT IGNITION  
CYLINDER PROTECTOR & DECAL INSTALLATION (CS2311)**

## Kia Theft Deterrent Ignition Cylinder Protector & Decal Installation Waiver and Acknowledgement

Date:

Dealer Code:

VIN:	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
Model:	<input style="width: 100%;" type="text"/>								Year:	<input style="width: 100%;" type="text"/>							

Customer Name: <input style="width: 100%;" type="text"/>		
Address: <input style="width: 100%;" type="text"/>		
City: <input style="width: 45%;" type="text"/>	State: <input style="width: 25%;" type="text"/>	Zip Code: <input style="width: 30%;" type="text"/>
Email: <input style="width: 90%;" type="text"/>		Phone: <input style="width: 100%;" type="text"/>
<p>I authorize Kia America, Inc. (KUS) and the authorized dealer to perform the Customer Satisfaction TSB CS2311 - Theft Deterrent Ignition Cylinder Protector &amp; Window Decal Installation which includes the installation of a permanent Theft Deterrent Ignition Cylinder Protector and application of the 'Kia Anti-Theft Protection' window decal(s) to the inside of the front door (left &amp; right side) window glass.</p> <p>I understand that my vehicle may be equipped with an illuminated ignition switch key ring and that the installation of the Theft Deterrent Ignition Cylinder Protector cover will permanently remove the key illumination ring from my vehicle (if equipped). In addition, any future replacement of the ignition switch (tumbler and related parts) will require the complete replacement of the ignition cylinder assembly and reinstallation of a new Theft Deterrent Ignition Cylinder Protector to comply with this Customer Satisfaction TSB (CS2311). Any reinstallation of a new Theft Deterrent Ignition Cylinder Protector will be at no cost to you.</p> <p>I understand that any additional diagnosis/inspection of the condition of my vehicle is <u>not</u> included in this procedure.</p> <p>I agree to the sharing of my information with KUS and its authorized dealers and service providers.</p> <p>The Kia America, Inc. Privacy Policy is available at: <a href="https://www.kia.com/us/en/privacy">https://www.kia.com/us/en/privacy</a>.</p>		
Customer Signature: _____		

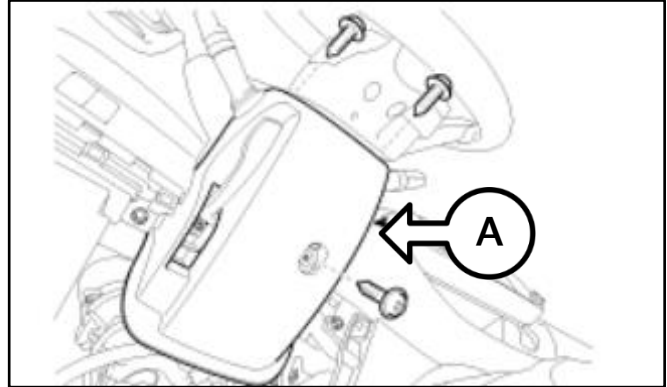


SUBJECT:

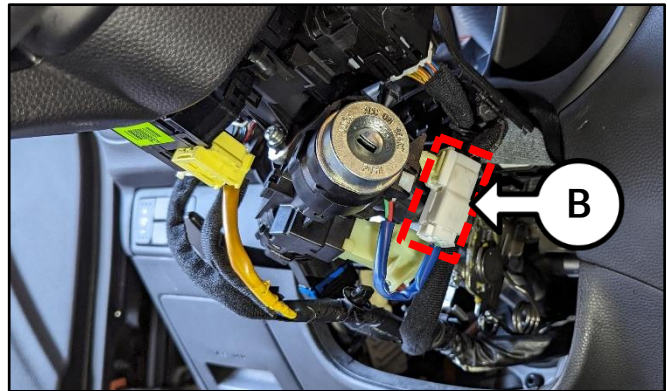
## CUSTOMER SATISFACTION: THEFT DETERRENT IGNITION CYLINDER PROTECTOR & DECAL INSTALLATION (CS2311)

### Installation Procedure:

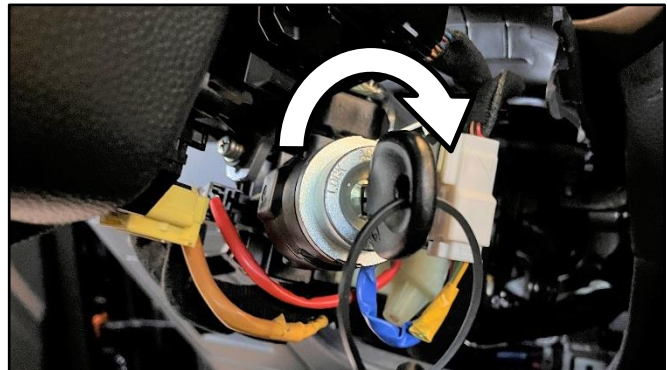
1. Disconnect the negative (-) battery terminal.
2. Loosen the three (3) screws to remove the steering column shroud panel (A).



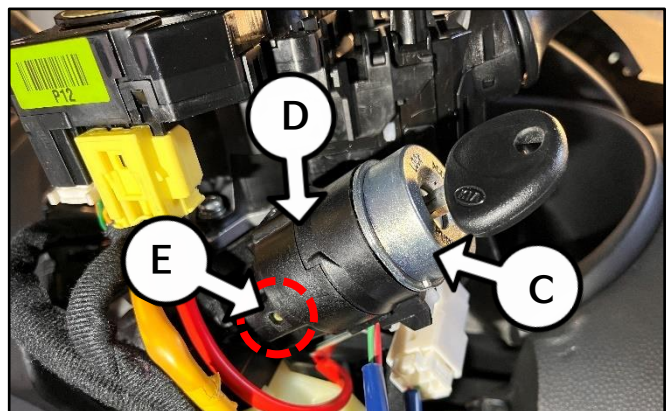
3. Disconnect the ignition switch connector (B).



- 4a. Insert the key into the ignition switch.
- 4b. Turn the ignition/key to the 'ACC' position.



- 5a. Remove the lock cylinder (C) from the ignition housing (D) using a pick or small screwdriver by pressing the removal/installation button (E) inward, located on the bottom of the ignition housing (D).

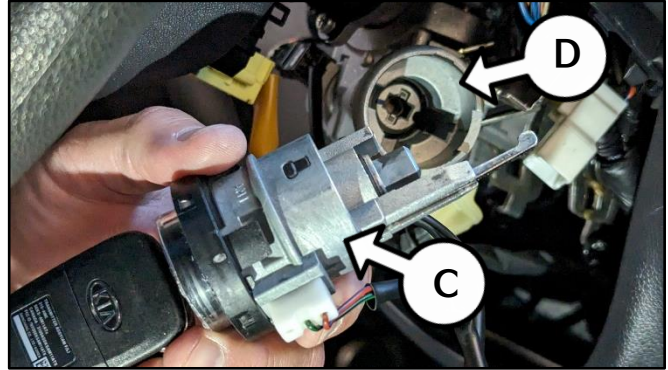


SUBJECT:

## CUSTOMER SATISFACTION: THEFT DETERRENT IGNITION CYLINDER PROTECTOR & DECAL INSTALLATION (CS2311)

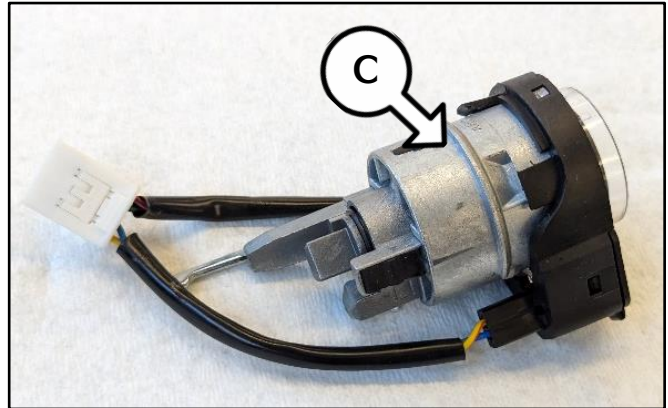
- 5b. Remove the key lock cylinder (C) from the ignition housing (D) by sliding it outward while pressing down on the removal/installation button (E)1.

**Note:** To remove the key from the lock cylinder, turn the key to the 'OFF' position and slide out.



6. Place the key lock cylinder (C) on a table with a clean surface.

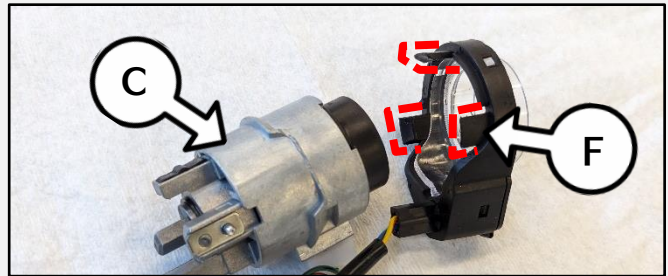
**Note:** The illuminated key ring lock cylinder is shown on the right for reference use only.



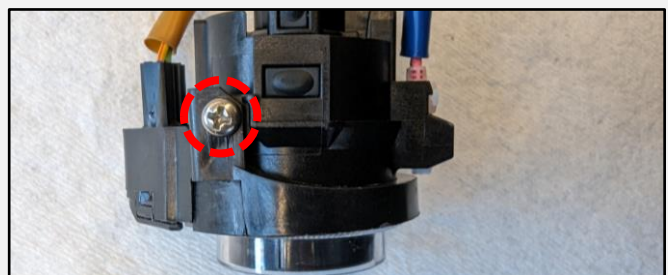
- 7a. If the vehicle you are working on IS NOT equipped with an illuminated key ring, then skip to step 13 on page 5.
- 7b. If the vehicle you are working on IS equipped with an illuminated key ring, proceed below to step 8.

### **Illumination Key Ring Removal (if equipped, follow steps 8-12)**

- 8a. Lift/release the three (3) illumination key ring retaining tabs (F) from the key lock cylinder (C) to separate the two parts.



- 8b. Some illumination key rings may be secured with a screw. Loosen the screw to remove the key illumination ring from the lock cylinder.





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## CUSTOMER SATISFACTION: THEFT DETERRENT IGNITION CYLINDER PROTECTOR & DECAL INSTALLATION (CS2311)

9a. Using a wire cutter, cut the illumination ring connector wires (G) in the area shown.

9b. Discard the key illumination ring (F).

### ⚠ CAUTION

**DO NOT** cut off the 'key warning' lock cylinder wires (H) connector side.

10. Remove the existing heat shrink from the cut illumination ring wires to expose the two (2) wires. DO NOT remove the 'key warning' connector (H) or wire heat shrink.

11. Wrap electrical tape around each end of both key illumination ring wires as shown.

12a. Join the two wires and wrap an additional layer of electrical tape around both.

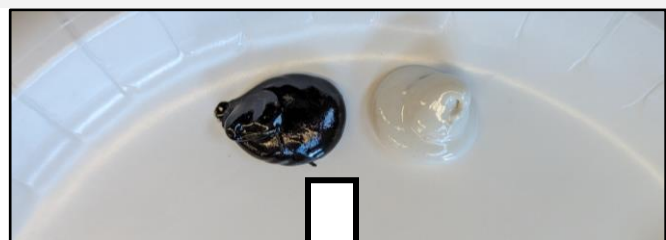
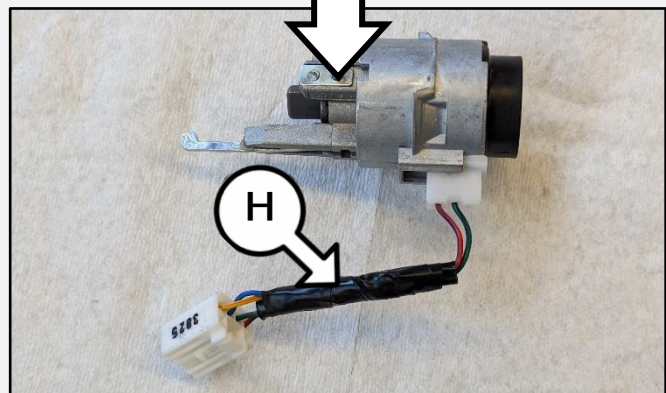
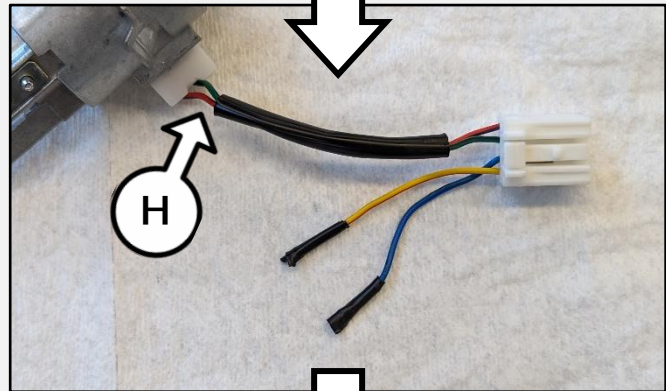
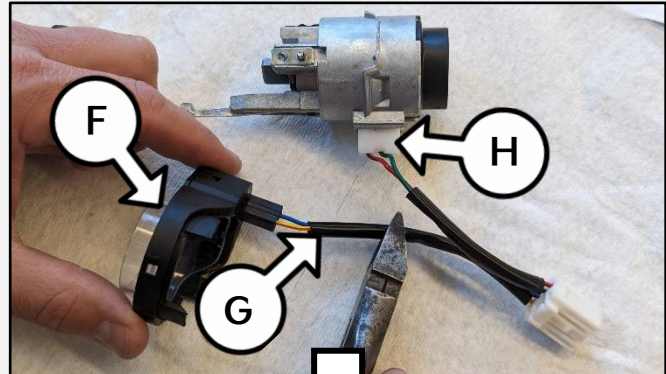
12b. Secure the wires to the 'key warning' lock cylinder wires (H) by wrapping electric tape as shown.

13. Mix 1/3 of the provided Loctite® 2-part bonding compound tubes onto a clean disposable cardboard (or equivalent) with a plastic utensil or applicator.

Note: Be sure to read and follow the product instructions.

### ⓘ IMPORTANT

Compound drying time is limited so be sure to complete the remaining steps within 5 minutes.



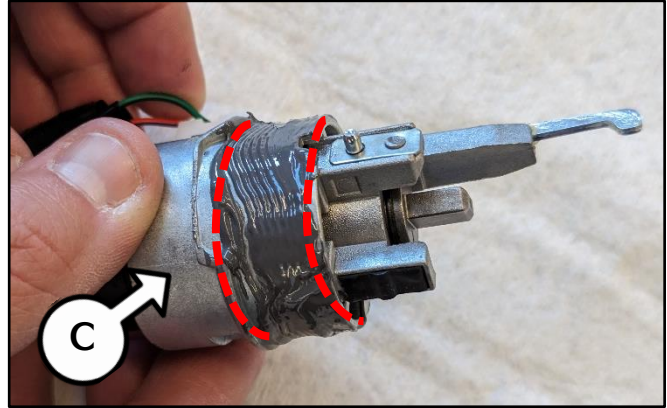
## CUSTOMER SATISFACTION: THEFT DETERRENT IGNITION CYLINDER PROTECTOR & DECAL INSTALLATION (CS2311)

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14. Carefully, apply a light 1mm thick bead of the mixed bonding compound to the outer key lock cylinder (C) area shown.

### ⚠ CAUTION

**DO NOT** apply any bonding compound inside the key lock cylinder (C) mechanism.

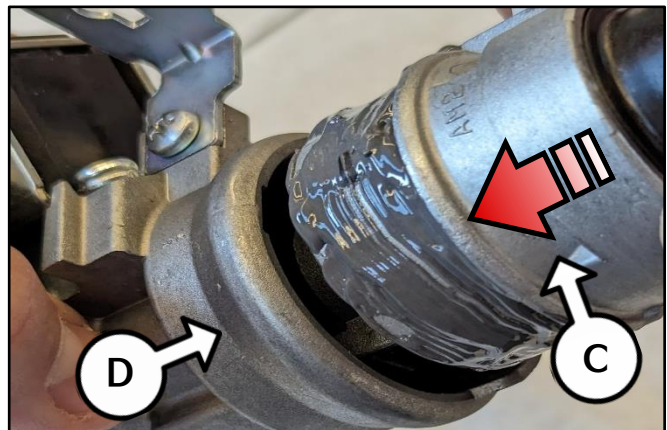


15. Partially, insert the key lock cylinder (C) into the ignition housing (D).

**Note:** The ignition housing (D) does NOT need to be removed.

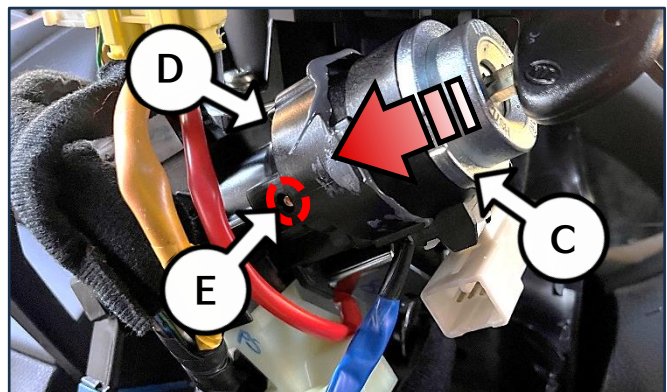
### ⚠ CAUTION

Be careful not to contaminate any surrounding parts with the bonding compound (ex. wire harness, trim, panel and/or the carpet). If so, wipe immediately using a clean cloth.



The ignition housing (D) shown above was removed for illustration purposes ONLY. Refer to the image below.

- 16a. Insert the key into the key lock cylinder (C) and turn the key to the 'ACC' position.
- 16b. Insert the key lock cylinder (C) with key into the ignition housing (D) until an audible locking button (E) 'click' is heard.
- 16c. Once the key lock cylinder is secured, turn the key to the 'OFF' position and remove the key from the key lock cylinder (C).





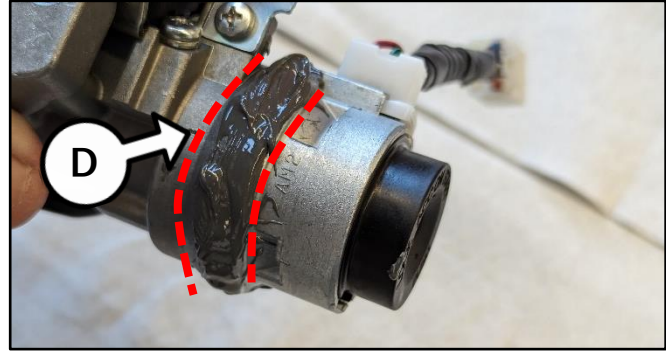
SUBJECT:

## CUSTOMER SATISFACTION: THEFT DETERRENT IGNITION CYLINDER PROTECTOR & DECAL INSTALLATION (CS2311)

17. Apply a 3mm thick bead of the mixed bonding compound to the outer top area of the ignition housing (D) as shown.

### CAUTION

Be careful not to contaminate any surrounding parts with the bonding compound (ex. wire harness, trim, panel and/or the carpet). If so, wipe immediately using a clean cloth.



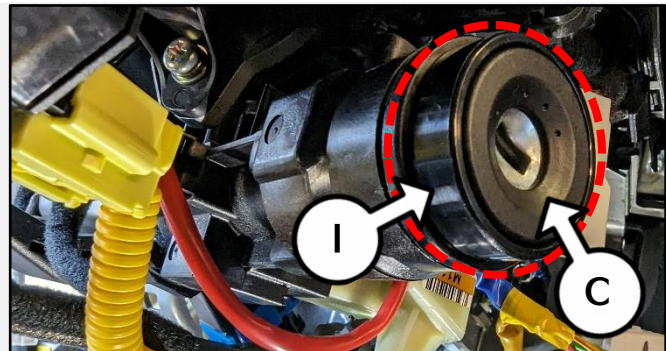
The ignition housing (D) shown above was removed for illustration purpose ONLY. Refer to the image below.

18. Apply a 3mm thick bead of the mixed bonding compound to the outer bottom area of the ignition housing (D) as shown.



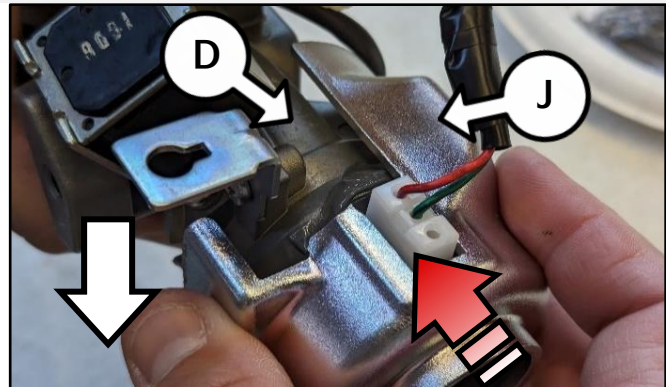
19. If the vehicle was originally equipped with a key illumination ring, install the provided deco-ring (I) over the end of the key lock cylinder (C) as shown.

**\*\*Note: Only required for PS, SK3 and VQ models.**



20. Align the applicable theft deterrent ignition cylinder protector (J) in front of the ignition housing (D).
21. Slide the theft deterrent ignition cylinder protector (J) inward and over the ignition housing (D).

**Note:** The ignition housing (D) does NOT need to be removed. Refer to the parts table on page 13 to select the applicable 'Theft Deterrent Ignition Cylinder Protector' (J) for the applicable vehicle being worked on.



The ignition housing (D) shown above was removed for illustration purpose ONLY.



SUBJECT: **CUSTOMER SATISFACTION: THEFT DETERRENT IGNITION CYLINDER PROTECTOR & DECAL INSTALLATION (CS2311)**

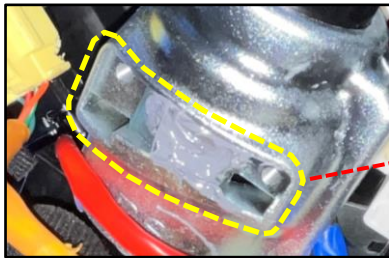
22. Apply the mixed bonding compound to the protector locking tab cavity area shown.

**CAUTION**

Be careful not to contaminate any surrounding parts with the bonding compound (ex. wire harness, trim, panel and/or the carpet). If so, wipe immediately using a clean cloth.



23. Insert the provided locking tab (K) into the protector locking tab cavity area.



24. Insert and tighten the two (2) provided breakaway screws until the screw head separates from the shank, as shown below.



25. Using the KVID app, attach a photo of the following two (2) items:

- The installed Theft Deterrent Ignition Cylinder Protector.
- The hard copy of the RO/VIN detail

**Note:** The RO number, repair date, and VIN number must be visible and legible in the photo submitted.





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**CUSTOMER SATISFACTION: THEFT DETERRENT IGNITION  
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26. Reinstall all removed parts in reverse order of removal.



Sample A: Standard ignition ring.



Sample B: Deco-ring.

27. Insert the key and 'Start' the vehicle.
28. Confirm normal ignition switch operation from 'LOCK → ACC → ON → START'.

SUBJECT: **CUSTOMER SATISFACTION: THEFT DETERRENT IGNITION CYLINDER PROTECTOR & DECAL INSTALLATION (CS2311)**

**Decal Installation Procedure:**

1. Print two (2) copies of this page to 100% scale.
2. Cut out two (2) separate template sheets (A & B) along the dotted lines and use the applicable template for the vehicle you are working on. Fold the bottom of the sheet along the solid line.



Two (2) decals required per vehicle

(Save the template for future use on other vehicles)

**TEMPLATE 'A'**

- Soul (SK3)
- Rio (UB, SC)
- Forte (YD)
- Sedona (VQ)

**TEMPLATE 'B'**

- Soul (AM, PS)
- Rio (JB)
- Forte (TD)
- Sportage (SL)

Cut

Cut



Template A

Template B

**ⓘ IMPORTANT**

Be sure the door window glass is dust free and clean from any fingerprints or smudges before applying decals to glass surface.

Fold



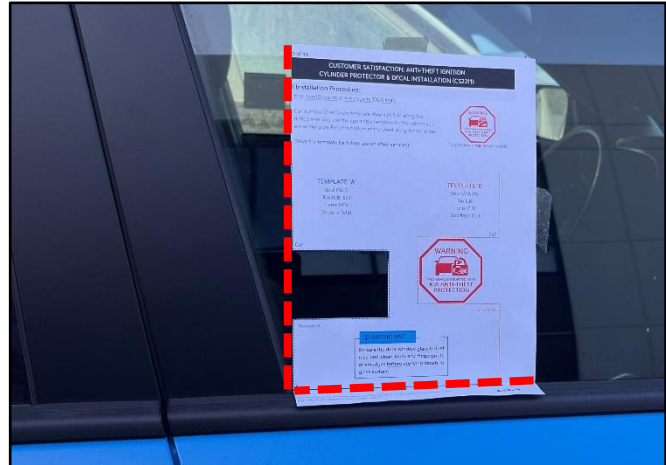


SUBJECT:

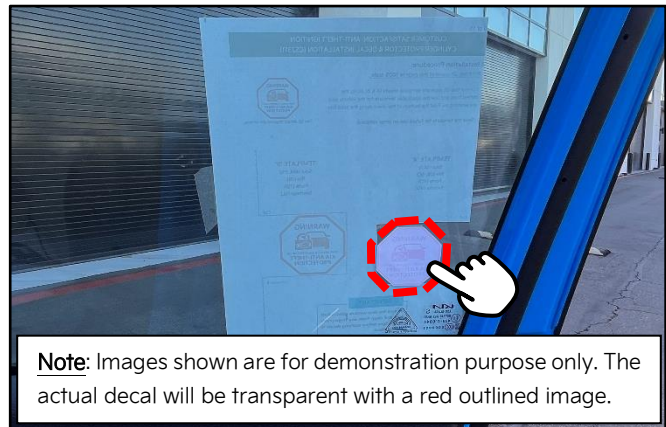
## CUSTOMER SATISFACTION: THEFT DETERRENT IGNITION CYLINDER PROTECTOR & DECAL INSTALLATION (CS2311)

- 3a. Confirm that the door glass is completely in the up position.
- 3b. Using masking tape (or similar no-residue tape), adhere the template sheet to the outside of the right passenger, front door glass as shown.

**Note:** Be sure that the template outlined edges are flush against the inner corner and bottom of the door window trim.



- 4a. Carefully expose leading edge of label adhesive by simultaneously pulling back on liner and pushing leading edge of label forward. **DO NOT TOUCH ADHESIVE.**
- 4b. Once approximately half of the label is removed from the liner, position the label on the INSIDE of the passenger right door window (aligned to template box).



- 5a. From the outside of the vehicle, confirm that the decal is perfectly aligned inside the template box.
- 5b. From the inside, begin to press on the decal in a forward direction (pushing any air bubbles out) until the label is fully applied to the window.
6. Remove the template sheet from the door glass and prepare for use on the driver side.
7. Repeat steps 3-5 for the driver side door glass.



SUBJECT:

**CUSTOMER SATISFACTION: THEFT DETERRENT IGNITION  
CYLINDER PROTECTOR & DECAL INSTALLATION (CS2311)**

**Other things to consider:**

**Kia Theft Deterrent Ignition Cylinder Protector & Decal Installation Waiver and Acknowledgement:**

Be sure to get customer's approval to install the 'Kia Theft Deterrent Ignition Cylinder Protector'. Dealers must have the customer sign the 'Kia Theft Deterrent Ignition Cylinder Protector & Decal Installation Waiver and Acknowledgement' and attach the signed copy to the claim.

**Vehicles equipped with 'aftermarket' window tint:**

Be sure to get the customer's approval to install the 'Kia Anti-Theft Protection' decals if the vehicle has aftermarket window tint installed as they will adhere to the tint film surface and not the door glass surface, and alert customer that the 'Kia Anti-Theft Protection' decals may not be visible through the tint film from outside the vehicle.

**For 'California' state vehicles only:**

The Proposition 65 decal may still be present on the inner front door glass. Be sure to get the customer's approval to remove this decal from the inner door glass before installing the 'Kia Anti-Theft Protection' decals.











**CUSTOMER SATISFACTION: THEFT DETERRENT IGNITION  
CYLINDER PROTECTOR & DECAL INSTALLATION (CS2311)**

SUBJECT:

**AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Soul (AM)	January 8, 2009 to October 2, 2013
Soul (PS)	July 21, 2013 to December 24, 2018
Soul (SK3)	December 27, 2018 to April 19, 2021
Rio (SC)	June 1, 2017 to October 29, 2021
Forte (TD)	August 18, 2010 to March 22, 2013
Forte (YD)	November 7, 2012 to July 18, 2016
Rio (UB)	June 21, 2011 to March 31, 2017
Rio (JB)	March 23, 2010 to July 1, 2011
Sportage (SL)	May 6, 2010 to November 16, 2015
Sedona (VQ)	February 26, 2013 to April 4, 2014

**REQUIRED PART:**

Model	Part Name	Part Number	Figure	Qty.
All	'Kia Anti-Theft Protection Decal'***	SO230 WARN		1 (Auto-shipped to dealers in a roll containing 500 qty.)
All	Loctite® Bonding Compound**	UM023 CH273		1 pack Services (3) vehicles
PS SK3	Theft Deterrent Ignition Cylinder Protector Kit	81921 B2000QQK		1
SC		81921 H9000QQK		1
AM TD		81921 2K000QQK		1
YD		81921 A7000QQK		1

**\*\*Note:** Additional orders may be made through Archway (866) 542-6268. Please track any customers that may require window decals if unavailable at the time of the Theft Deterrent Ignition Cylinder Protector installation.

**\*\*Note:** Loctite® bonding compound (PN UM023 CH273) can be ordered through the [Kia Chemicals](#) website. If PN UM023 CH273 is unavailable through the Kia Chemicals website, use sublet code 'X1' with a maximum allowed amount of \$5.00 per vehicle to locally source Loctite® bonding compound.



SUBJECT:

## CUSTOMER SATISFACTION: THEFT DETERRENT IGNITION CYLINDER PROTECTOR & DECAL INSTALLATION (CS2311)

### WARRANTY INFORMATION:

**N Code: N99 C Code: C99**

Claim Type	Model	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	PS	81905 2K020	0	(CS2311A) Theft Deterrent Ignition Cylinder Protector + Decal(s) Installation	CS2311R0	0.4 M/H	81921 B2000QQK	1
	SK3				CS2311R1		81921 H900QQK	
	SC				CS2311R2		81921 2K000QQK	
	AM				CS2311R3		81921 2K000QQK	
	TD				CS2311R4		81921 A7000QQK	
	YD				CS2311R5		81921 A7000QQK	
	PS			(CS2311A) Theft Deterrent Ignition Cylinder Protector + Decal(s) Installation + Key Illumination Ring Removal	CS2311R6	0.5 M/H	81921 B2000QQK	
	SK3				CS2311R7		81921 2K000QQK	
	AM				CS2311R8		81921 2K000QQK	
	TD				CS2311R9		81921 A7000QQK	
	YD				CS2311RA		81921 A7000QQK	
	UB				TBD		TBD	
	JB			TBD				
	SL			TBD				
	VQ			TBD				
	UB			TBD				
	SL			TBD				
	VQ			TBD	TBD			
All				Customer Declined Theft Deterrent Ignition Cylinder Protector + Decal(s) Installation	CS2311RI	0.1 M/H	NA	0

**Note:** A KVID photo of the installed Theft Deterrent Ignition Cylinder Protector must be attached to the claim using Warranty Claim Attachment type 'XX - Other'. **If the photo is not submitted, claims will be subject to chargeback.** Dealers must have the customer sign the 'Kia Theft Deterrent Ignition Cylinder Protector & Decal Installation Waiver and Acknowledgement' and attach the signed copy to the claim.

Printed TSB copy is for reference only; information may be updated at any time. Always refer to KGIS for the latest information.

TSB: CS2311 Multiple Models December 2023





SUBJECT:

CUSTOMER SATISFACTION: THEFT DETERRENT IGNITION  
CYLINDER PROTECTOR & DECAL INSTALLATION (CS2311)

