



GROUP
CHA

MODEL
2011-2014MY
Optima
(QF/TF/TFH)

NUMBER
072 (Rev 1, 9/13/2016)

DATE
August 2016

TECHNICAL SERVICE BULLETIN

SUBJECT: MDPS FLEXIBLE COUPLING REPLACEMENT CUSTOMER SATISFACTION PROGRAM (CS1604)

* 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 information regarding the replacement of the flexible coupling in the Motor Driven Power Steering (MDPS) on some 2011-2014 MY Optima (QF/TF/TFH) vehicles, produced from August 12, 2010 to December 18, 2013. The MDPS unit may experience noise when turning the steering wheel left or right, especially while the vehicle is stopped. Kia's analysis has identified that this condition occurs mainly in extremely high humidity states adjacent to warm ocean waters due to the wear of the flexible coupling in the MDPS, after extended usage over years. The extremely high humidity states adjacent to warm ocean waters include: Alabama, Florida, Georgia, Hawaii, Louisiana, Mississippi, North Carolina, South Carolina, and Texas.

For vehicles sold or currently registered in extremely high humidity states adjacent to warm ocean waters, replace the flexible coupling with a new one if it has not been previously replaced under warranty. Before conducting the procedure, verify that the vehicle is included in the list of the affected VINs.

For vehicles sold or registered in all other states, Kia is extending the warranty on the flexible coupling in the MDPS from 5 years/60,000 miles to 10 years/unlimited mileage, starting from the date of first service in order to ensure customer satisfaction. If the MDPS unit experiences noise when turning the steering wheel left or right, replace the affected flexible coupling with a new one.



File Under: <Customer Satisfaction Program>

Circulate To: General Manager Service Manager Parts Manager

Service Advisors Technicians Body Shop Manager Fleet Repair

*** NOTICE**

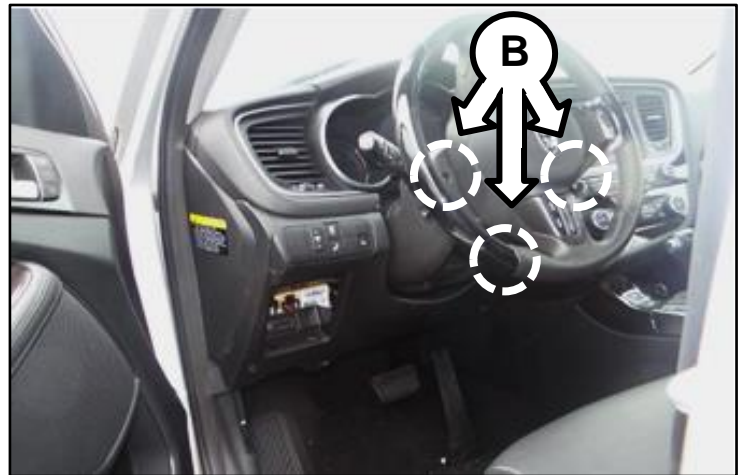
To assure complete customer satisfaction, always remember to refer to WebDCS Warranty Coverage (validation) Inquiry Screen (Service → Warranty Coverage → Warranty Coverage Inquiry) for a list of any additional campaigns that may need to be performed on the vehicle before returning it to the customer.

Service Procedure:

1. Remove the crash pad lower panel (A) by referring to “Body (Interior and Exterior) → Interior → Crash Pad → Repair procedures” on KGIS.



2. Loosen three (3) steering column shroud retaining screws (B) and then remove the steering column upper and lower shrouds.

*** NOTICE**

When loosening the steering wheel column shroud retaining screws, turn the steering wheel 90° to the left/right from aligned position.

3. Disconnect the MDPS electrical connectors (C).



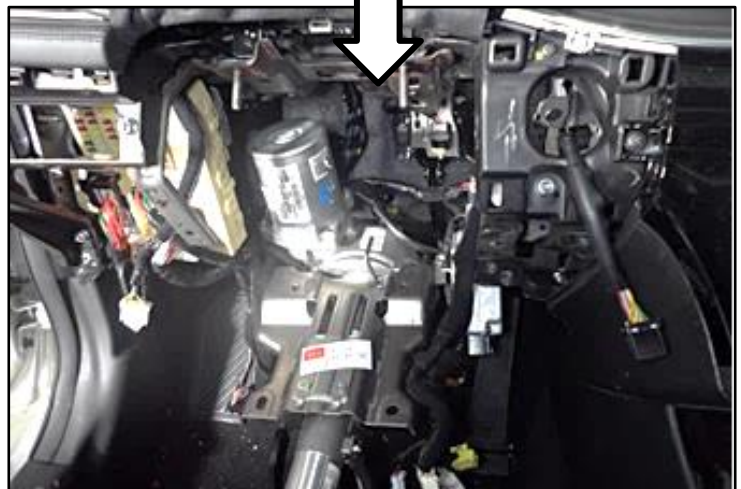
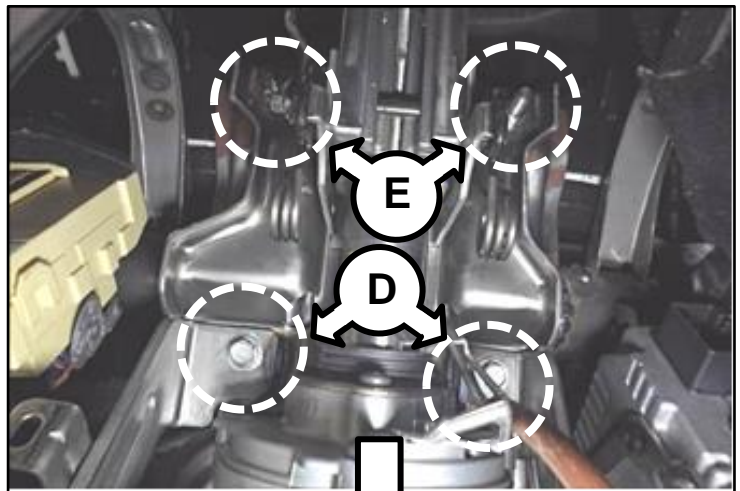
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4. Disconnect the multifunction switch, wiper and washer switch, airbag, and heated steering wheel electrical connectors.



5. Loosen both steering column retaining bolts (D) and both nuts (E) and lower the steering column assembly.

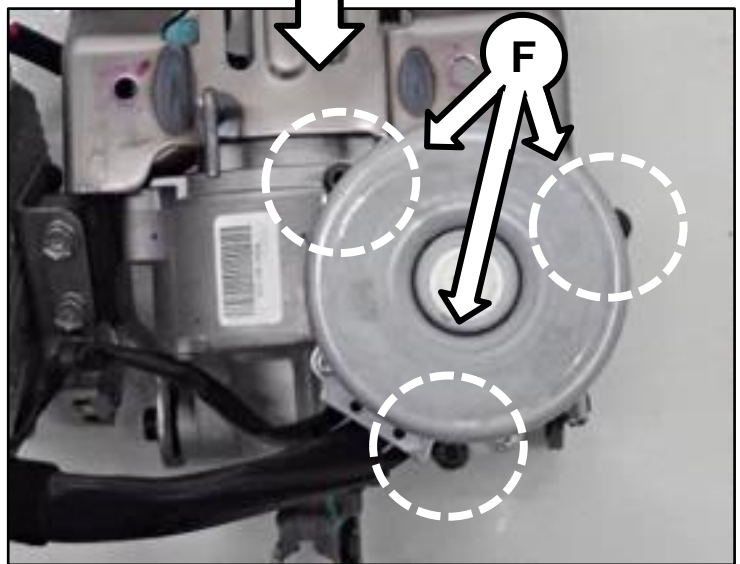
Tightening torque:
9.4~13.0 lb-ft (12.7~17.7 Nm)



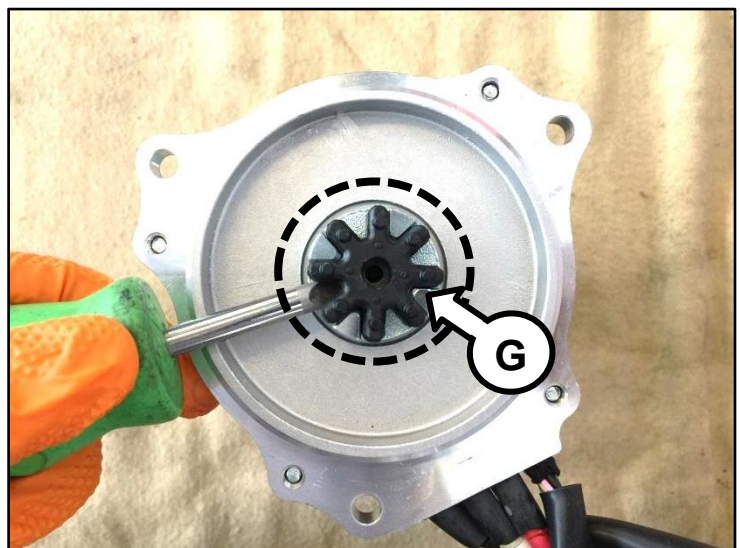
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- 6. Loosen the three MDPS motor retaining bolts (F) and lift the MDPS motor and set it to the side.

**Tightening torque:
5.8~8.7 lb-ft (7.8~11.8 N-m)**



- 7. Remove the flexible coupling (G) from the housing. In addition, use an air gun to remove any foreign matter from the motor and/or the housing.



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- Install the new improved flexible coupling onto the steering column.

*** NOTICE**

Before installing the new part, make sure it has “HNBR” embossed on the surface.


The position of the flexible coupling is not specific and can be installed facing upward or downward.



- Reassemble all other components, confirm MDPS operation and test all multi function switch functions for proper operation.



REQUIRED PART:

Part Name	Part No.	Qty	Figure	Comments
Flexible Coupling	56315 2K000FFF	1		New improved flexible coupling has “HNBR” embossed on it

AFFECTED VEHICLE PRODUCTION RANGE:

Model	Production Date Range
Optima (QF/TF/TFH)	From August 12, 2010 to December 18, 2013

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WARRANTY INFORMATION FOR CS1604:

N CODE = N99 C CODE = C99

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
Optima (QF) KMMG Built	V	56310 2T301	0	Flexible Coupling Replacement	160A28R0	0.8 M/H	56315 2K000FFF	1
Optima (TF) KMC Built	V	56310 2T301			160081R0			
Optima(TF/TFH) KMC Built	V	56310 4U100			160081R0			

WARRANTY INFORMATION FOR ANY REPAIRS TO AFFECTED VEHICLES NOT INCLUDED IN CS1604:

N CODE= D61 C CODE= ZZ4

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
Optima (QF/TF/TFH)	W	56315 2K000FFF	1	Flexible Coupling Replacement	56315F02	0.8 M/H	N/A	0

*** NOTICE**

The repair procedure to replace the flexible coupling of the MDPS on 2011-2014 MY Optima (QF/TF/TFH) has been modified from the original repair procedure outlined in KGIS and previously in TSB CHA 044 (removal of certain parts as currently shown in the service procedure on KGIS is not necessary to complete the replacement of the flexible coupling). As a result, the labor time for this repair has been adjusted to 0.8 M/H (including inspection).

*** NOTICE**

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