



GROUP  
Chassis

MODEL  
2014MY  
Sorento (XMa)

NUMBER  
PS323

DATE  
June 2014



TECHNICAL OPERATIONS

SUBJECT: INTERMITTENT POPPING NOISE FROM REAR OVER BUMPS

On some 2014MY Sorento (XMa) vehicles, built before September 26, 2013, a customer may complain of a very intermittent light knock, or popping noise, heard from the rear of the vehicle over rough road surfaces. This condition is caused by an excessive amount of weld bead applied around the rear shock upper mount which prevents the shock from being seated squarely against the vehicle body mount and may cause damage to the mounting flange on the shock absorber (A).

To correct this concern, remove the shock absorber and inspect for an excess amount of weld bead around the upper rear shock absorber vehicle mounts (B). If excess weld bead is present, use a die grinder, or small abrasive disk, to remove the excess material until the shock will sit flush against the mounting surface (C). After all excess material has been removed, spray any exposed surfaces with rubberized undercoating (D). If the original shock is damaged, install a new shock absorber and submit a warranty claim using the op code in the LTS. Finally, test drive the vehicle to confirm the repair.

