	GROUP <b>Chassis</b>	MODEL <b>2011-2013MY Sorento (XMa)</b>
	NUMBER <b>051</b>	DATE <b>January 2015</b>

## TECHNICAL SERVICE BULLETIN

**SUBJECT: COMBINED TSB / SERVICE ACTION: FRONT STRUT BEARING REPLACEMENT (SA 178)**

This bulletin provides the procedure for replacing the front strut bearings on some 2011-2013MY Sorento (XMa) vehicles, produced from October 26, 2009 through January 21, 2013, which may exhibit a creaking noise emanating from the front of the vehicle when turning the wheel quickly, at slow speeds. To correct this condition, replace the front strut bearing by following the procedure outlined in this bulletin.

For vehicles not on the Affected Vehicles list, but with a customer concern as described above, perform the following procedure outlined in this bulletin and submit a warranty claim per "customer concern" (Standard TSB) claim information on page 10.



### ★ 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 SA178.**

**File Under: Chassis**

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**Circulate To:**     **General Manager**     **Service Manager**     **Parts Manager**  
 **Service Advisor(s)**     **Technician(s)**     **Body Shop Manager**     **Fleet Repair**

SUBJECT:

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## Service Procedure:

1. Place the vehicle on the lift and remove the front wheels.
2. Place the spring compressors side by side on a flat surface. Use a paint marker to add markings to the left side tool, as shown. **NOTE: These markings will prevent over-tightening and possible damage to the tool when compressing the spring.**

### \* NOTICE

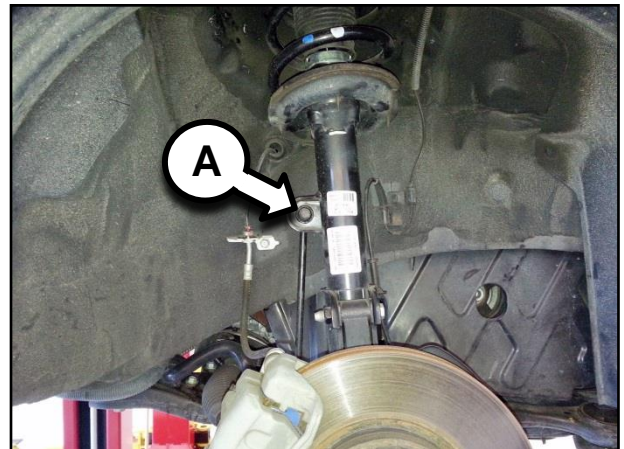
The spring compressors were auto-shipped to each dealer for campaign TSB SC 091. If the spring compressors are no longer serviceable, see the ordering information on Page 9.



3. Remove the sway bar link nut (A).

### \* NOTICE

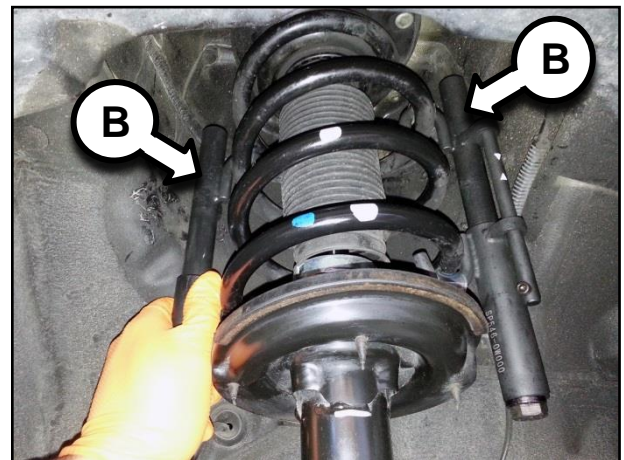
Retain all hardware for reuse.



4. Install coil spring compressors (B) on either side of the spring, as shown.

### \* NOTICE

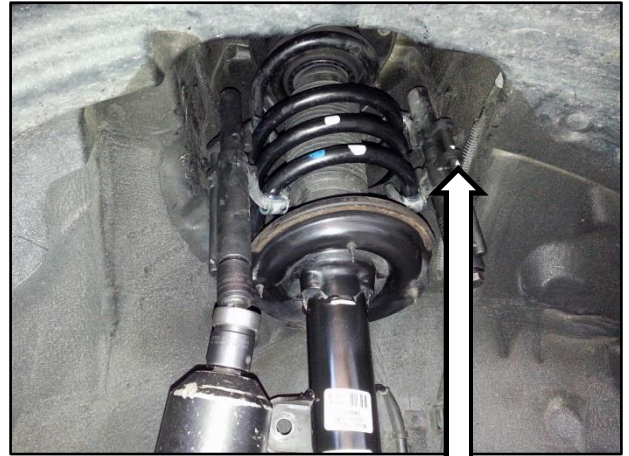
Do not use the spring compressors if the plastic pads are damaged. Install replacements or order new spring compressors.



SUBJECT:

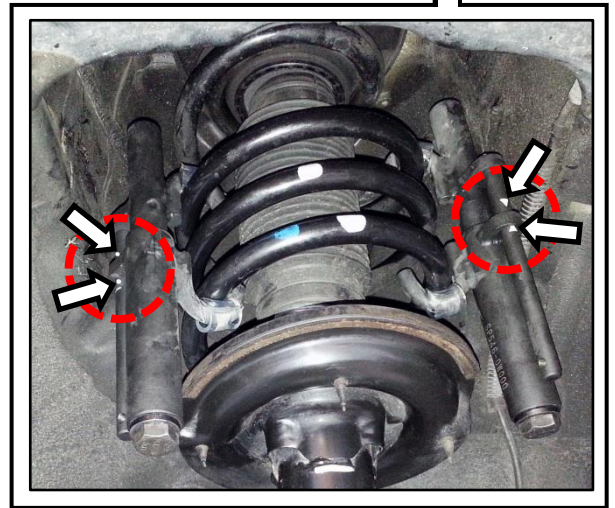
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5. Tighten the coil spring compressors **EVENLY** from side to side. Use the white markings on the tool to avoid over-compressing the spring.



### \* TIP

Tighten the coil spring compressors until the alignment marks sit on either side of the guides. At this point, check to make sure that all tension has been removed from the spring.



6. Use a white paint marker to create an alignment mark on the flat surface of the strut shaft, as shown.

### \* TIP

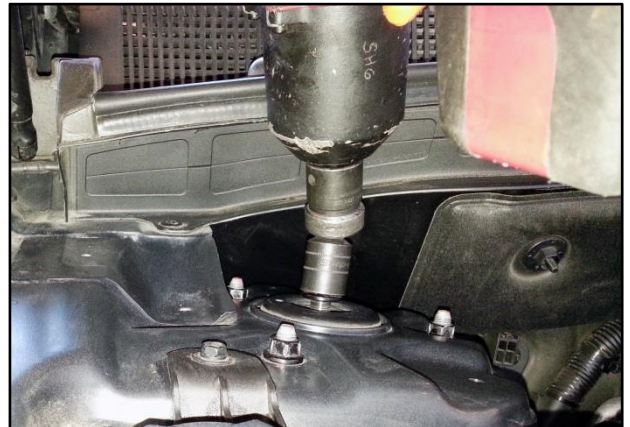
During reassembly, make sure the white alignment mark on the strut shaft lines up with the white dot on the insulator pad.



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7. Remove nut securing the shock assembly to the insulator pad, as shown.



8. Remove three nuts securing the insulator pad to the shock tower.



9. Locate the strut bearing remover tool.

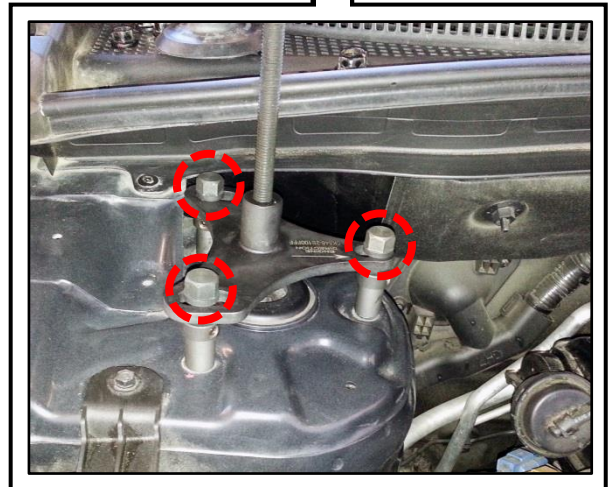


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10. Install the strut bearing remover onto the three studs protruding through the strut tower.

**\* TIP**

The bolt heads should be tightened by hand until flush with the strut tower.



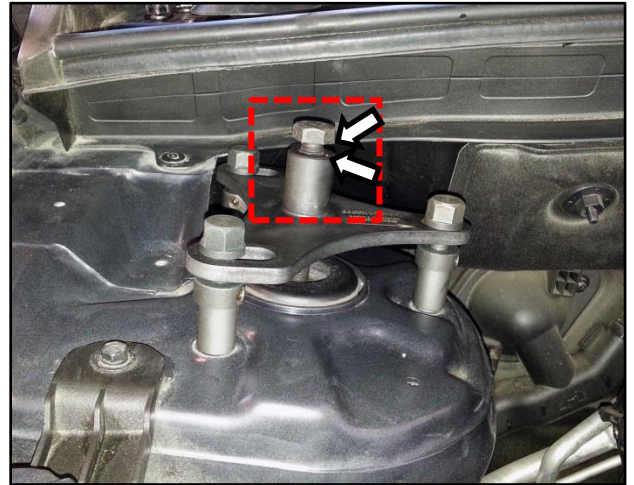
11. Lower the center bolt to compress the strut shaft.



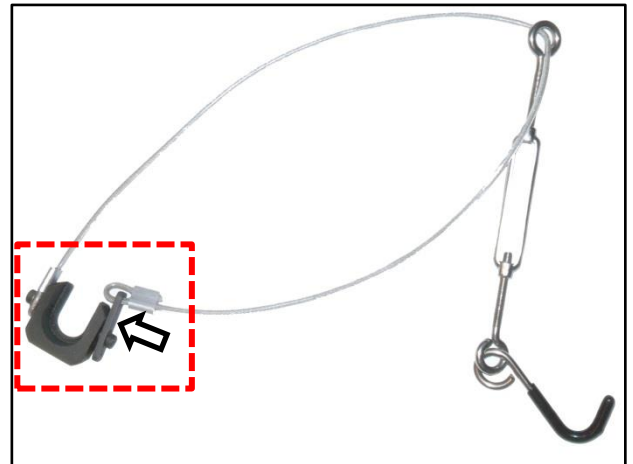
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12. To assist with reassembly, allow a gap of at least  $\frac{1}{4}$ " ~  $\frac{1}{2}$ " between the bolt head and the shoulder of the strut bearing remover tool.



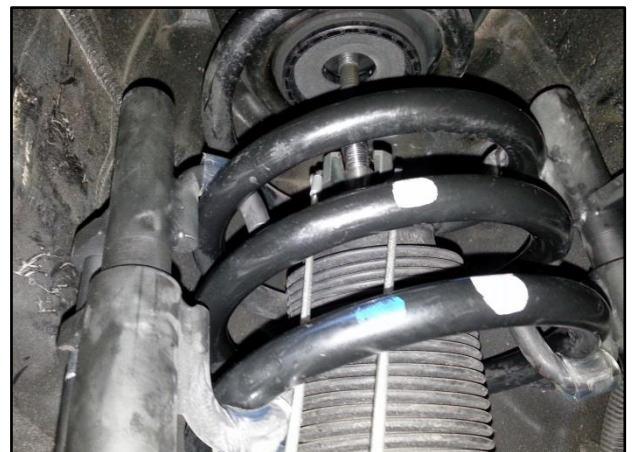
13. Locate the strut bearing remover cable and remove one side of the cable from the bracket.



14. Install the strut bearing remover cable around the top of the strut shaft, as shown.

**\* TIP**

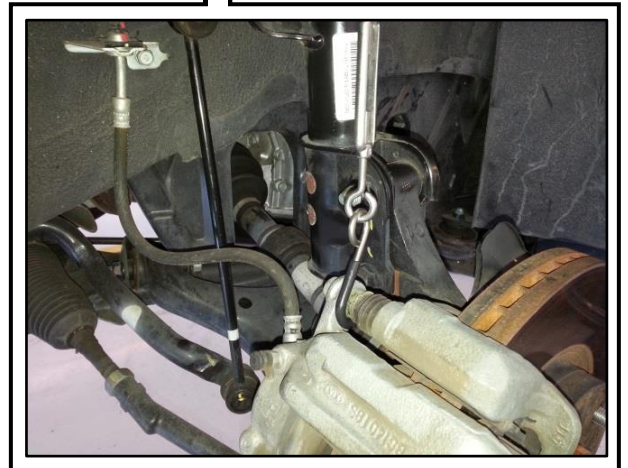
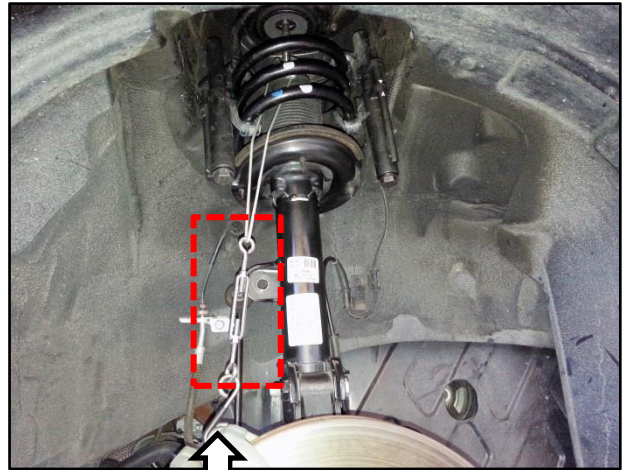
The strut bearing remover cable will prevent strut from protruding through the strut bearing/insulator pad.



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15. Install the hook onto the caliper bolt and tighten the turn buckle to secure the strut shaft in place.



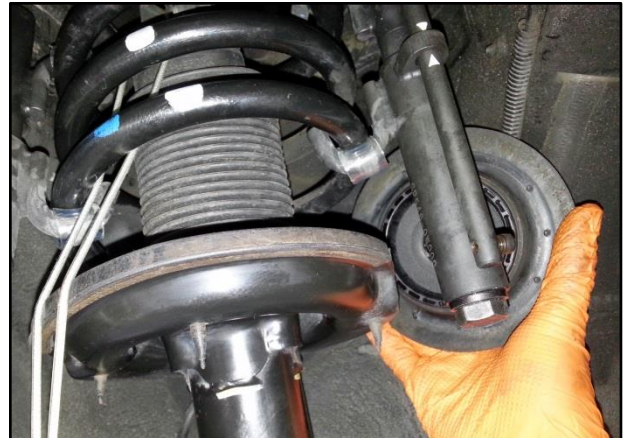
16. Back out the center bolt on the strut bearing remover in order to remove the bearing.



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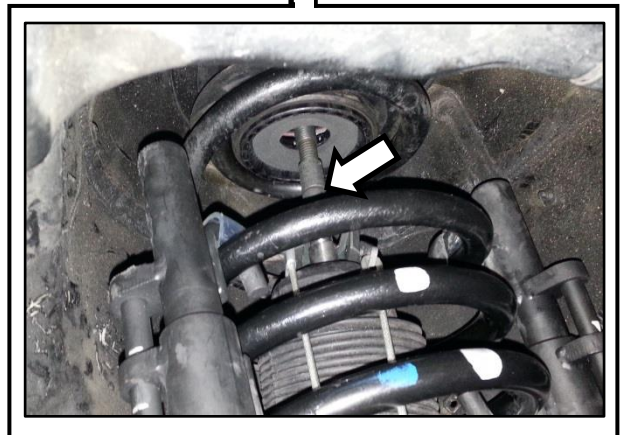
- 17. Pull coil spring to the side in order to gain access to the strut bearing. Replace the strut bearing with an improved part.



- 18. Lower the center bolt on the strut bearing remover tool and align it with the top of the strut shaft.

Once the strut is compressed by the strut bearing remover tool:

- 1. Remove the strut bearing cable
- 2. Guide strut through the insulator pad by backing out the center bolt on the strut remover tool.





- 19. Reinstall all removed components by reversing the order of removal.
- 20. Replace the upper strut bearing on the opposite side of the vehicle.




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**REQUIRED TOOL:**

Part Name	Part Number	QTY.		Comments
Strut Bearing Remover SST	0K546 2B100FFF	1		Auto-shipped to Dealer
Spring Compressor	09546 0W000	2		Auto-shipped to Dealer for TSB SC091. For additional Spring Compressors, contact Snap-On Business Solutions at 888-542-1011

**REQUIRED PARTS:**

Part Name	Part No.	Qty.	Figure
Front Strut Bearing	54609 2P500FFF	2	

**AFFECTED VEHICLE PRODUCTION RANGE:**

Model	Production Date Range
Sorento (XMa)	October 26, 2009 through January 21, 2013

**SERVICE ACTION CLAIM INFORMATION:**

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
V	54612 2P000	0	N99	C99	(SA 178) Front Strut Bearing Replace (Front/Both)	140A06R0	0.7 M/H	54609 2P500FFF	2

**SUBJECT:****COMBINED TSB / SERVICE ACTION: FRONT STRUT  
BEARING REPLACEMENT (SA 178)****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 178.
3. The vehicle model year and production date range are as identified in this bulletin.

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	54612 2P000	0	Q85	ZZ7	(CHA 051) Front strut dust cover replacement (Front/Both)	54623F01	0.7 M/H	54609 2P500FFF	2

**\* NOTICE**

**VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA178 when accessing the WebDCS system.**