	GROUP CHA	MODEL 2016–2017MY Sorento (UMa)
	NUMBER 073	DATE December 2016
TECHNICAL SERVICE BULLETIN		
SUBJECT: COMBINED TSB / SERVICE ACTION: BALL JOINT REPLACEMENT (SA242)		

This bulletin provides the procedure to replace both left and right front lower ball joints on some 2016-2017MY Sorento (UMa) vehicles, originally sold in one of twenty-eight (28) salt belt states, produced from November 6, 2014 to December 23, 2015, which may experience an unusual noise from the front of the vehicle, over rough road surfaces. Before conducting the procedure, verify the vehicle is included in the list of affected VINs.

The 28 salt belt states, where heavy amounts of road salt are used for de-icing in the winter months, are: AK, CT, DC, DE, IA, IL, IN, MA, MD, ME, MI, MN, MO, NH, NJ, NY, OH, PA, RI, VT, WI, WV, KS, KY, NE, ND, SD and UT.

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 7.



*** 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 SA242.

File Under: <Group>

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- Circulate To:** **General Manager** **Service Manager** **Parts Manager**
 Service Advisors **Technicians** **Body Shop Manager** **Fleet Repair**

Service Procedure:

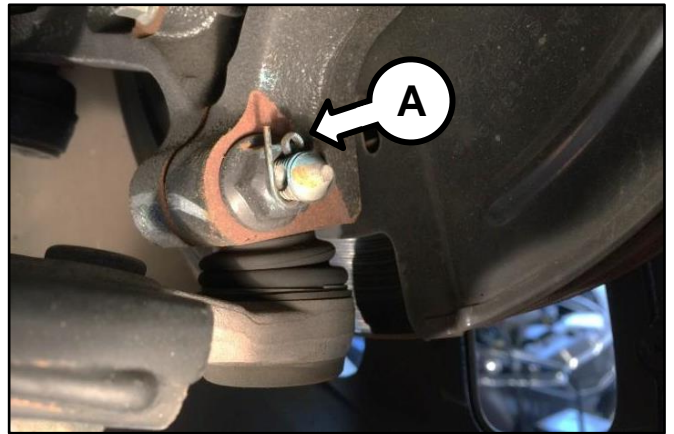
1. Place the vehicle on a lift and remove both front wheels.

Tightening Torque:
79.5 lb-ft (107.8 Nm)



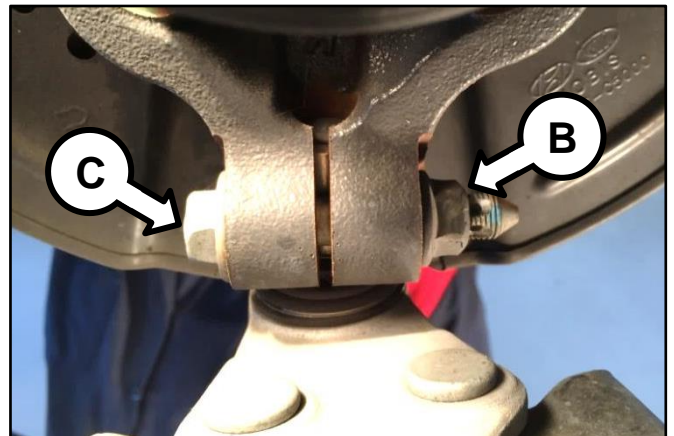
2. Remove the cotter pin (A) from the bolt holding the ball joint at the knuckle.

WARNING
**DO NOT REUSE COTTER PIN
 AFTER REMOVAL.**



3. Remove the nut (B) and bolt (C) holding the ball joint at the knuckle.

Tightening Torque:
72.3 ~ 86.8 lb-ft (98.1 ~ 117.7 N.m)



4. Remove the two (2) nuts and one (1) bolt anchoring the ball joint to the lower control arm.

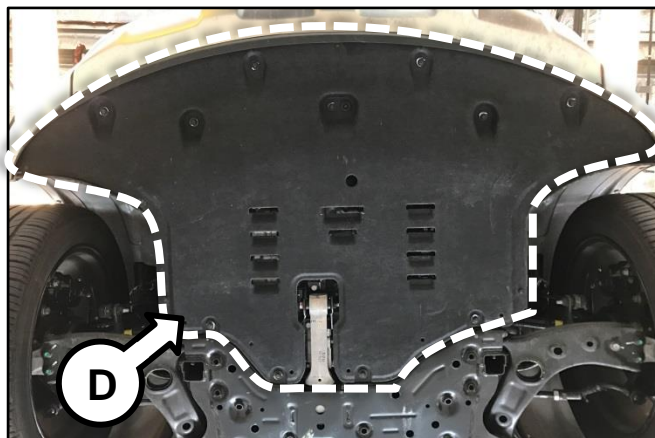
Tightening Torque (nuts and bolt):
86.6 ~ 101.3 lb-ft (117.7 ~ 137.3 N.m)



SUBJECT:

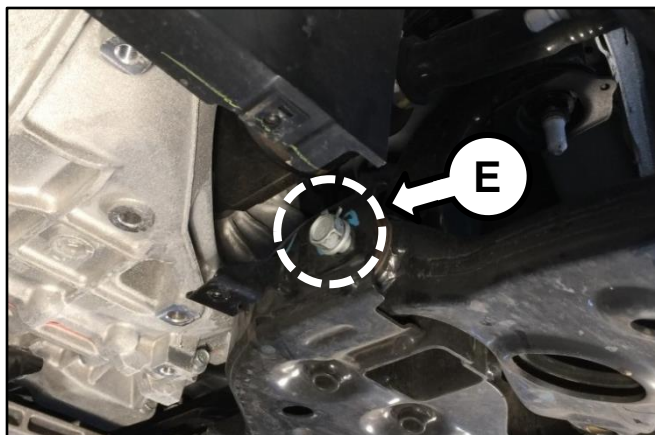
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5. Remove the under cover panel assembly. (D).

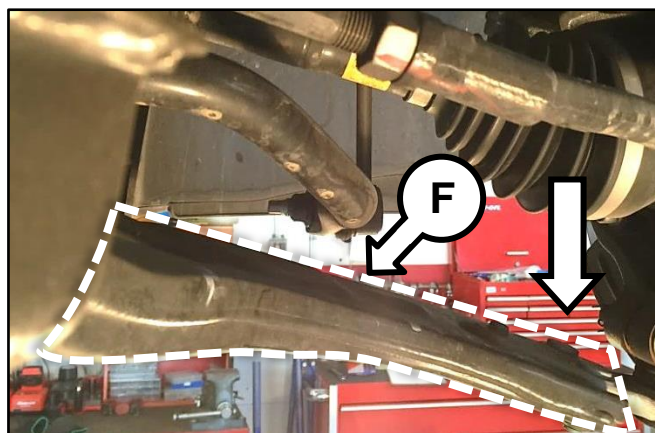


6. Slightly loosen the front bolt (E) retaining the lower control arm to the subframe to allow movement of the arm.

Tightening torque:
101.3 ~ 115.7 lb·ft (137.3 ~ 156.9 Nm)

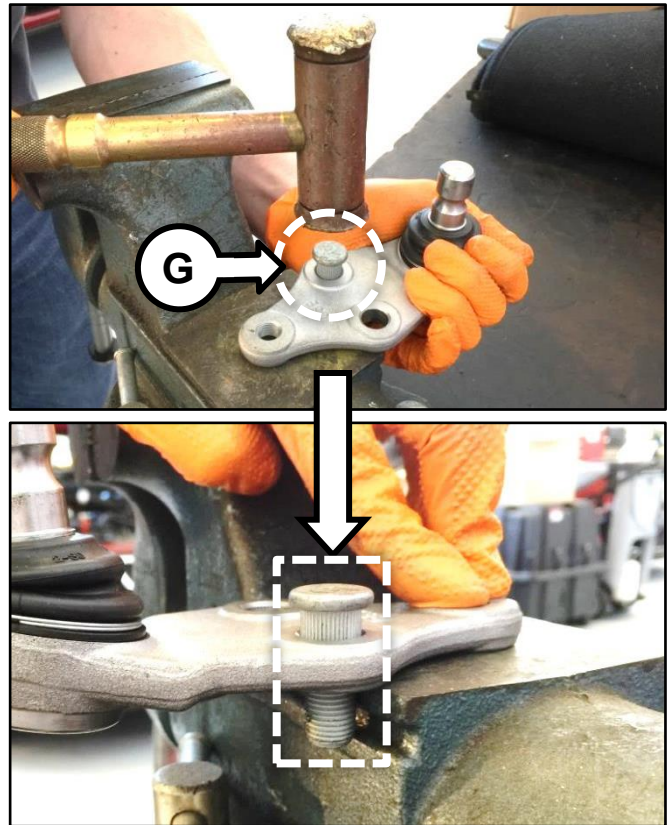


7. Apply a downward force on the lower control arm (F) to loosen and remove the ball joint assembly.



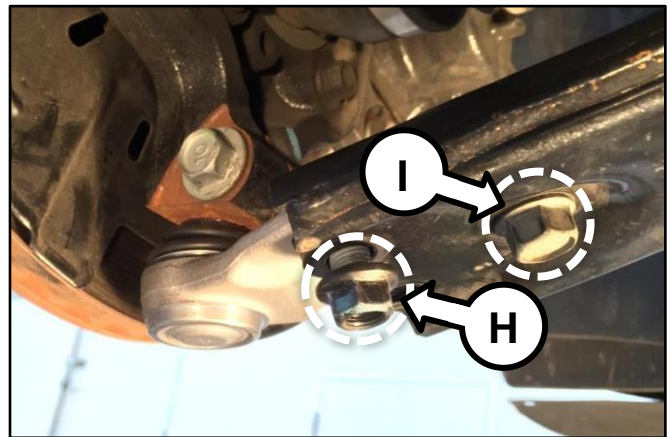
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- 8. Install the new studs (G) approximately half way into the new ball joint stud opening using a brass hammer as shown.

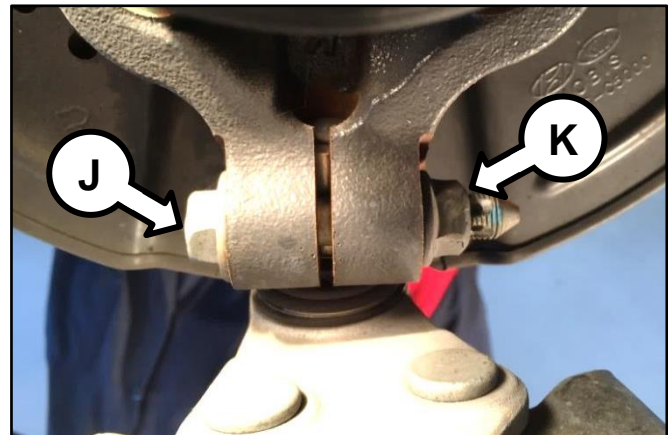


- 9. Secure the ball joint to the lower control arm and reinstall the two (2) nuts (H) and bolt (I).

*** NOTICE**
Ensure that the studs are installed completely after tightening nuts (H).



- 10. Secure the ball joint to the knuckle and reinstall the bolt (J) and nut (K) holding the ball joint at the knuckle.



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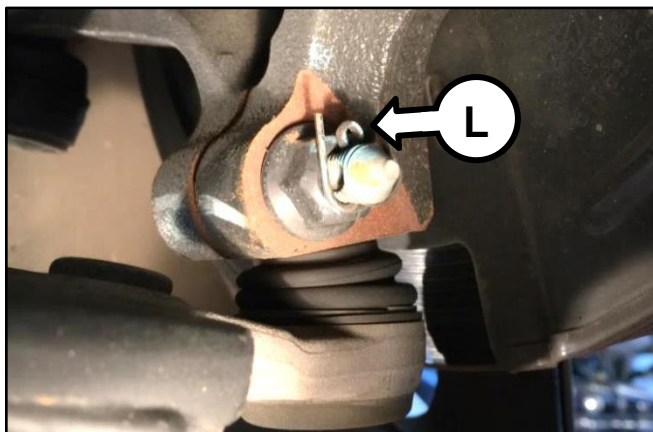
11. Install a new cotter pin (L) and secure it to the bolt as shown.

**WARNING**

Be sure to install a new cotter pin. Do NOT reuse a cotter pin after removal.

*** NOTICE**

Be sure to torque the lower control arm bolt loosened in step 6 of this procedure.






12. Repeat steps 2 to 4 and 6 to 11 of this procedure for the other side of the vehicle.
13. Reinstall the under cover panel removed in step 5 and front wheels removed in step 1 of this procedure.

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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sorento (UMa)	November 6, 2014 to December 23, 2015

REQUIRED PART:

Part Name	Part Number	Qty.	Figure
Lower Arm Ball Joint Assembly	54530 C5100QQK	1	
Cotter Pin	14300 03257BQQK	2	
Bolt	54519 2T000QQK	4	

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	54530 C5100	0	N99	C99	(SA242) Ball Joint Replacement	160A24R1	0.9 M/H	54530 C5100QQK	1
								14300 03257BQQK	2
								54519 2T000QQK	4

*** NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA242 when accessing the WebDCS system.

SUBJECT:**BALL JOINT REPLACEMENT (SA242)****STANDARD WARRANTY CLAIM INFORMATION:**

Use this information only to file a warranty claim for vehicles NOT included in the Service Action, but are experiencing an unusual noise from the front of the vehicle that is isolated to the front, lower ball joints for which the following applies:

1. A customer complains of the same concern as described on Page 1; and
2. The VIN does not appear on the Affected Vehicles list for Service Action 242; and
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	54530 C5100	0	Q55	ZZ4	(CHA073) Ball Joint Replacement	54530F01	0.9 M/H	54530 C5100QQK	1
								14300 03257BQQK	2
								54519 2T000QQK	4