



GROUP  
BOD

MODEL  
2018MY  
Stinger (CK)

NUMBER  
178 (Rev 1, 1/30/2018)

DATE  
December 2017

## TECHNICAL SERVICE BULLETIN

SUBJECT: SERVICE ACTION: RATTLE NOISE  
FROM TAILGATE (SA322)

### \* 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 the procedure to adjust the overslam bumpers and install a guide bumper mounting kit on some 2018MY Stinger (CK) vehicles, produced from September 21, 2017 through January 4, 2018, which may exhibit a rattle noise while driving, especially over bumps. Follow the procedure outlined in this bulletin to adjust the overslam bumpers and install a guide bumper mounting kit. Before conducting the procedure, verify that the vehicle is included in the list of affected VINs.



### \* 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.

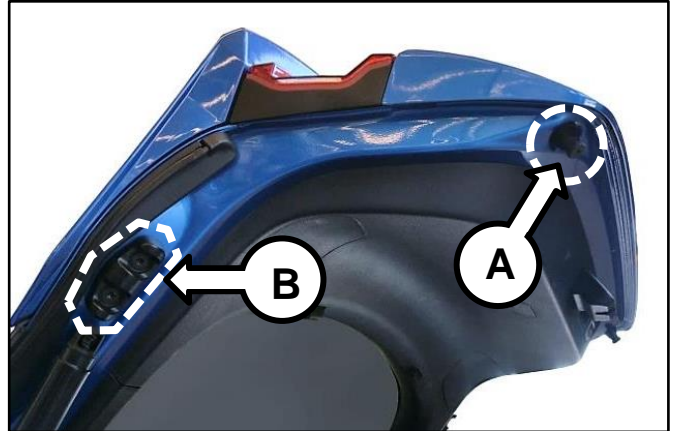
This issue number is SA322.

File Under: <Body>

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

**Repair Procedure:**

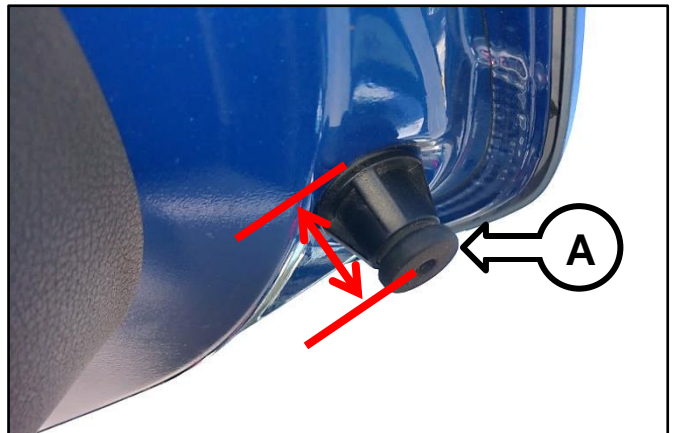
1. Open the tailgate. Locate both tailgate overslam bumpers (A) and guide bumpers (B) on both sides (left side shown in photo).



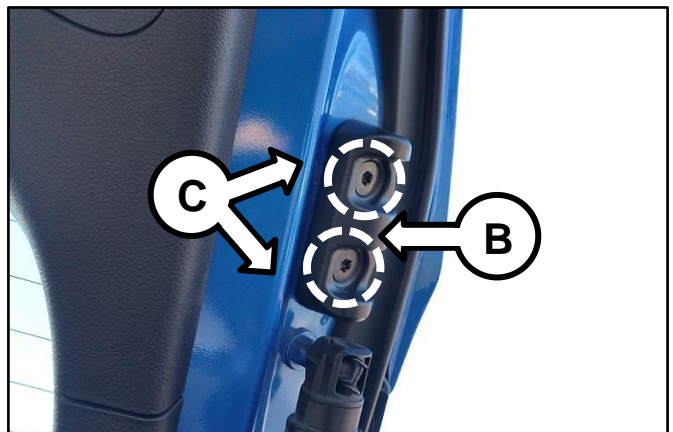
2. Check the overslam bumper (A) and adjust it within the reference protrusion specifications below. Turn the overslam bumper (A) clockwise to decrease distance. Turn it counterclockwise to increase distance if needed.

Repeat for the opposite side.

**Reference protrusion:  
0.94 – 1.02 in. (24 – 26mm)**



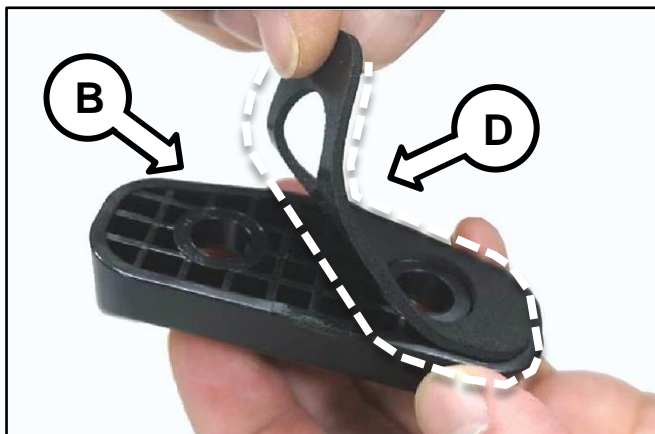
3. Remove the two (2) guide bumper (B) retaining bolts (C) and remove the guide bumper (B).



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- Remove the old pad (D) and carefully center and apply the new improved thicker pad onto the guide bumper (B).



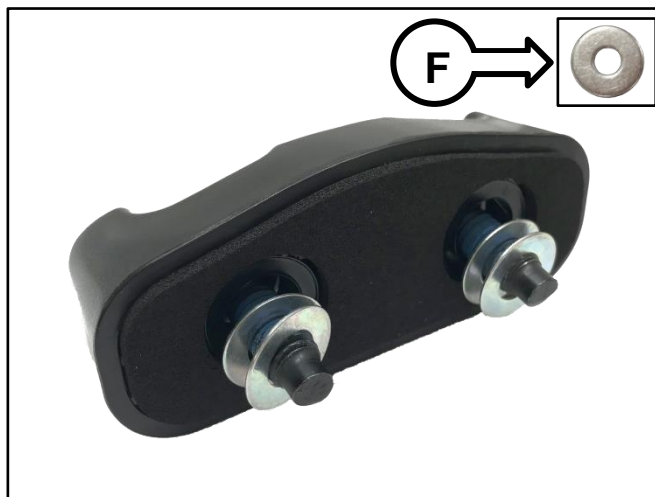
Old Pad

New Pad

- Insert two (2) washers (F) per bolt, as shown, and then reinstall the guide bumper (B) onto the tailgate.

**Tightening Torque:**

**4.3 – 4.7 lb.ft (5.83 – 6.37 N.m,  
0.59 – 0.65 kgf.m)**



- Repeat steps 2 to 5 for the opposite side.
- Verify proper operation of the tailgate.

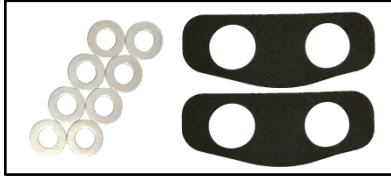
SUBJECT:

SERVICE ACTION: RATTLE NOISE FROM TAILGATE (SA322)

AFFECTED VEHICLE RANGE:

| Model        | Production Date Range                      |
|--------------|--|
| Stinger (CK) | September 21, 2017 through January 4, 2018 |

REQUIRED PART:

| Part Name           | Part Number       | Figure   | Remarks  |
|---------------------|-------------------|--|--|
| Washers and Pad Kit | 81738<br>J5010QQK |  | Eight (8) washers<br>Two (2) pads<br><br>Improved pads are thicker |

WARRANTY INFORMATION:

N Code: N99 C Code: C99

| Claim Type | Causal P/N  | Qty. | Repair Description                          | Labor Op Code | Op Time | Replacement P/N   | Qty. |
|------------|-------------|------|---|---------------|---------|-------------------|------|
| V          | 81739 J5100 | 0    | (SA322)<br>Washers and Pad Kit Installation | 170124R0      | 0.2     | 81738<br>J5010QQK | 1    |

**\* NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference SA322 when accessing the WebDCS system.