



GROUP	MODEL
CHA	2021MY Sorento HEV (MQ4a, MQ4 HEV)
NUMBER	DATE
122	May 2024

TECHNICAL SERVICE BULLETIN

SUBJECT:

MDPS SMALL BEARING REPLACEMENT

This bulletin provides the procedure to replace the worm gear small bearing of Motor Driver Power Steering (MDPS) unit on 2021MY Sorento (MQ4a) vehicles produced from September 30, 2020 through June 30, 2021 and 2021MY Sorento HEV (MQ4 PHEV) vehicles produced from September 15, 2020 through June 30, 2021 which may exhibit an abnormal noise when steering left and right. This may be caused by foreign substances in the MDPS worm shaft small bearing. On some vehicles when the steering wheel is rotated, a scraping/rumbling noise can be heard originating from worm gear small bearing and does not affect the steering effort. Follow the procedure outlined in this publication to replace the MDPS worm gear small bearing on the applicable vehicle.

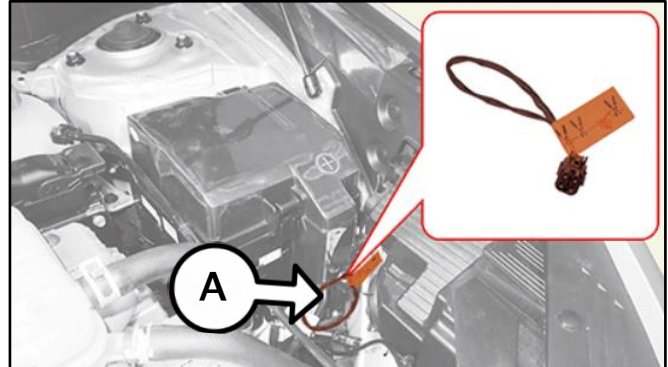


NOTICE

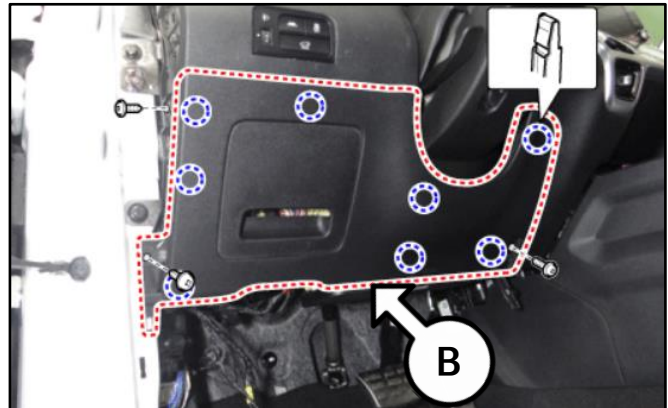
A Technical Service Bulletin is a field fix repair program without customer notification that may be performed during the warranty period. Any dealer requesting to perform this repair outside the warranty period will require DPSM approval.

Inspection Procedure:

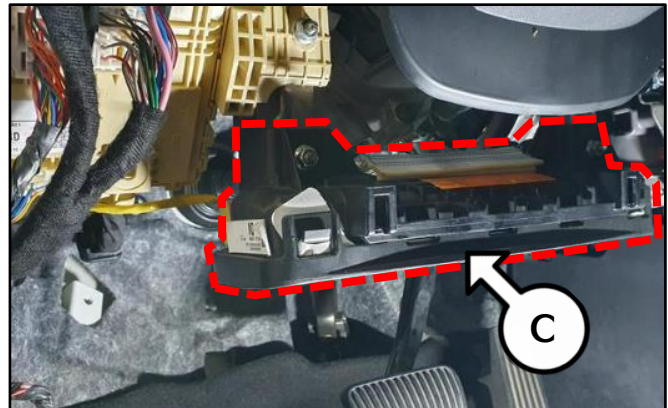
1. Align the steering wheel so that the front wheels are facing straight ahead.
- 2a. Disconnect the negative (-) battery terminal.
- 2b. Disconnect the high voltage service interlock connector (A). **(HEV and PHEV only)**



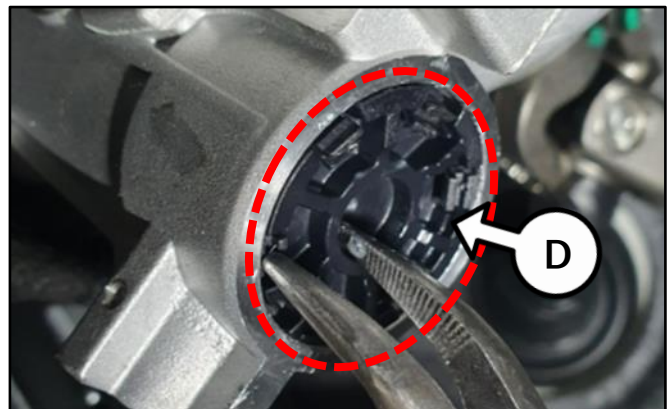
3. Remove the Crash Pad Lower Panel (B) by referring to "Body (Interior and Exterior) → Crash Pad → Crash Pad Lower Panel → Repair procedures" in the applicable Shop Manual on KGIS.



4. Loosen the two (2) nuts and disconnect the connector to remove the driver's side knee airbag (C).



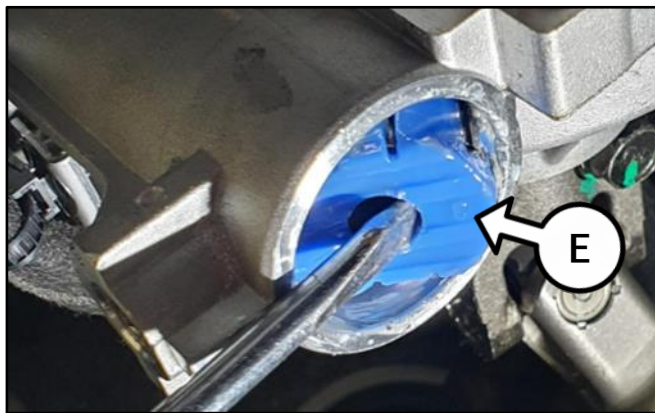
5. Using needle nose pliers, squeeze to break the six (6) locking tabs and then remove the end cover (D).



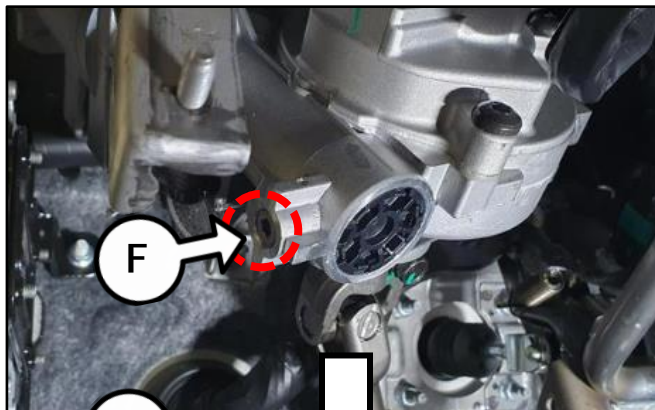
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- Using a screw driver or pick, remove the sliding damper (E).



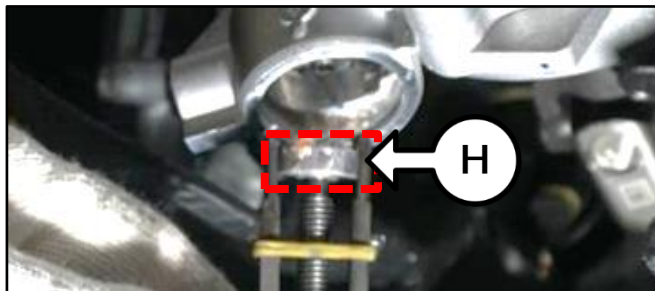
- Loosen the 5mm hex plug (F) and then remove the anti-rattle spring (ARS) (G).



- Engage the jaws of the SST (OK563 L2100) onto the MDPS small bearing.



- Remove the small bearing (H).



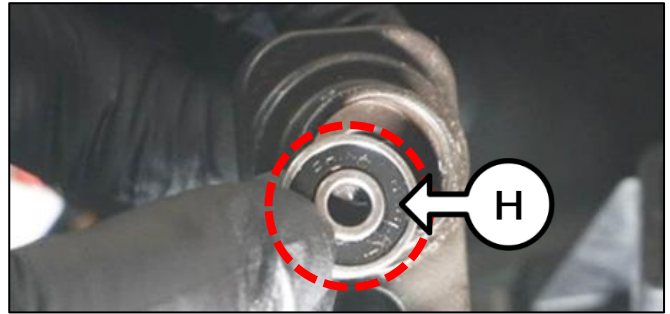
10. Remove the existing grease around the area where the small bearing was installed using the paper stick provided in the Small Bearing Kit (PN 56358 AAAAFFF).

NOTICE

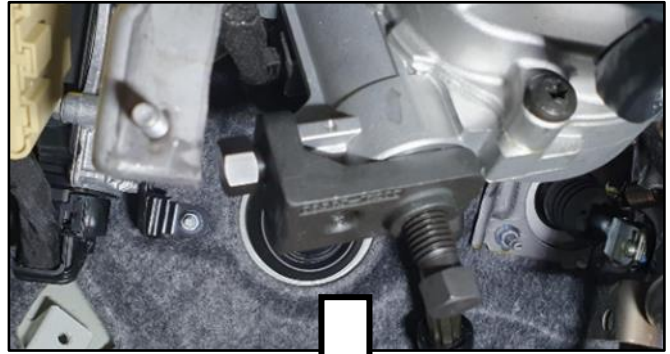
If the old grease is not removed, it may cause an abnormal noise while steering.



- 11a. Insert the new small bearing (H) into the MDPS Small Bearing Mounting Tool SST (09563 IB200).



- 11b. Fasten the mounting tool SST (09563 IB200) to the anti-rattle plug assembly opening in the MDPS housing with the bolt, and hand tighten.



- 11c. Install the small bearing (H) as shown using a torque wrench.



Tightening torque for Small Bearing (H):
2.2 lb.ft (3.0 N.m) or less



CAUTION

To prevent damaging the small bearing, do NOT use an electric tool. Visually check the condition of the anti-rattle plug assembly after installation. Refer to the **OK** and **NG** photos to the right.

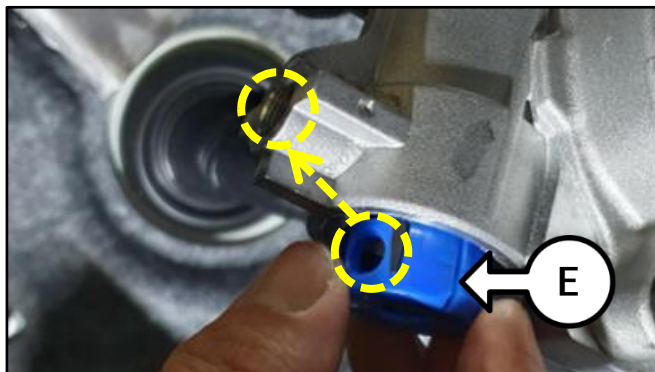


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12. Install a new sliding damper (E), as shown.

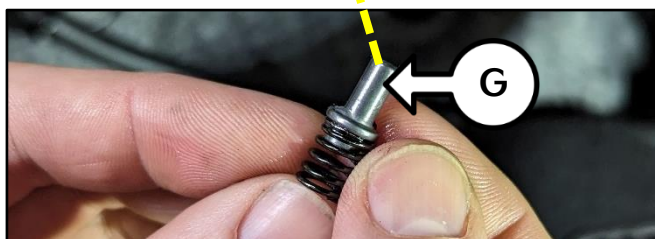
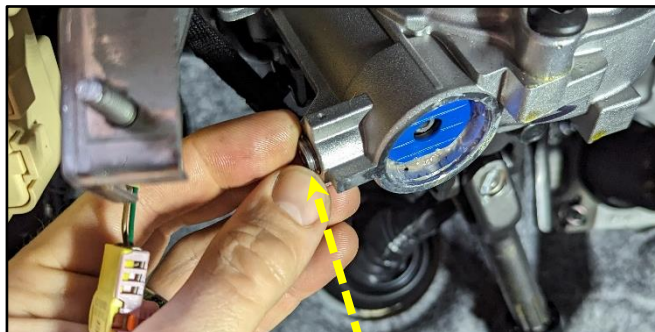
- The slots in the damper (E) should face toward the anti-rattle spring (F) opening as shown (OK).
- If damper is installed in the wrong direction (NG), this may cause abnormal noise or stiffness when steering.



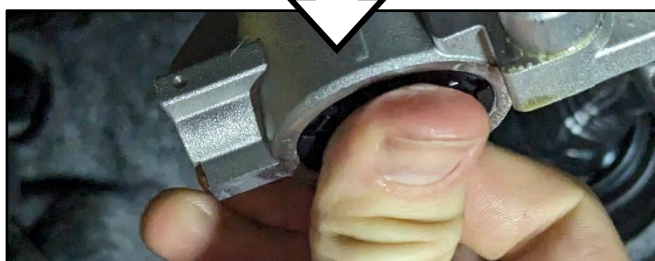
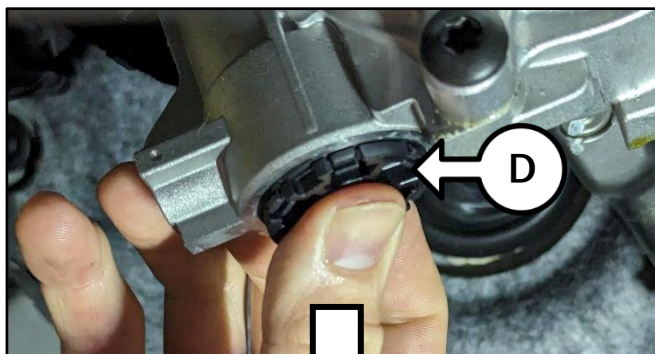
13. Reinstall the anti-rattle spring (G).



Tightening torque for Anti-Rattle Spring (F):
7.2 - 9.4 lb.ft (9.8 - 12.8 N.m)



14. Install the new end cover (D).



15. Reinstall all removed parts in reverse order of removal.



16. Test drive vehicle to confirm proper operation, and no abnormal noise while steering.

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AFFECTED VEHICLE RANGE:

Model	Production Date Range
Sorento (MQ4a)	September 30, 2020 to June 30, 2021
Sorento HEV (MQ4 HEV)	September 15, 2020 to June 30, 2021

REQUIRED TOOL:

Tool Name	Part Number	Figure	Comments
MDPS Small Bearing Remover	OK563 L2100		Located Tool Box #2 Drawer #18
MDPS Small Bearing Installer	09563 IB200		

REQUIRED PART:

Part Name	Part Number	Figure	Qty.
MDPS Small Bearing Kit	56358 AAAAFFF	   	1

Note: The replacement part numbers will require a VIN entry for parts ordering. **DO NOT** order these parts for stocking purposes, related to this Campaign. Supply is very limited. Until supply stabilizes, please confirm part availability before scheduling customers. Please be sure to expedite warranty claim filing.

WARRANTY INFORMATION:

N Code: Q57 C Code: ZZ1

Model	Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
MQ4a	W	56370 P2000	0	MDPS Small Bearing Replacement	56358F00	0.6 M/H	56358 AAAAFFF	1
MQ4 P/HEV		56370 P4000						

