



GROUP	MODEL
Subsequent Repair Action	2020-2024MY Telluride (ON)
NUMBER	DATE
SC303Z	August 2024

## SUBSEQUENT REPAIR ACTION

# RIGHT FRONT DRIVESHAFT INSPECTION AND REPLACEMENT (SC303Z)

SUBJECT:

This bulletin provides information to inspect and, if necessary, replace the right front driveshaft on certain 2020-2024MY Telluride (ON) vehicles manufactured from January 9, 2019 through October 19, 2023 that previously had the campaign SC303 completed. If the subject vehicle exhibits abnormal driveline noise on the right side while driving, open a Techline Repair Assistance (RA) case. Follow the procedure outlined in this publication to inspect and, if necessary, replace the right front driveshaft and bearing bracket assembly on the applicable vehicle. Before conducting the procedure, verify that the vehicle has completed the previously released campaign SC303 and is included in the list of affected VINs.



### ① IMPORTANT

**A Techline Repair Assistance (RA) case is required BEFORE any inspection or repair is made to the subject vehicle under this Subsequent Repair Action for abnormal driveline noise on the right side while driving. Claim submission concerns WILL occur if the Dealer does not open a Techline RA case.**

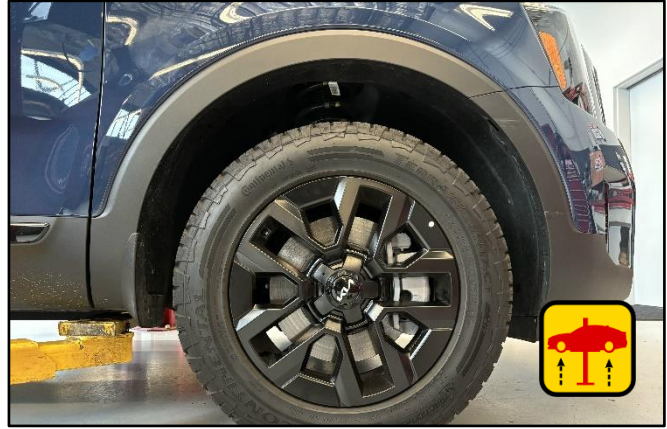
### 📄 NOTICE

**There is no charge to the vehicle owner for this repair.**

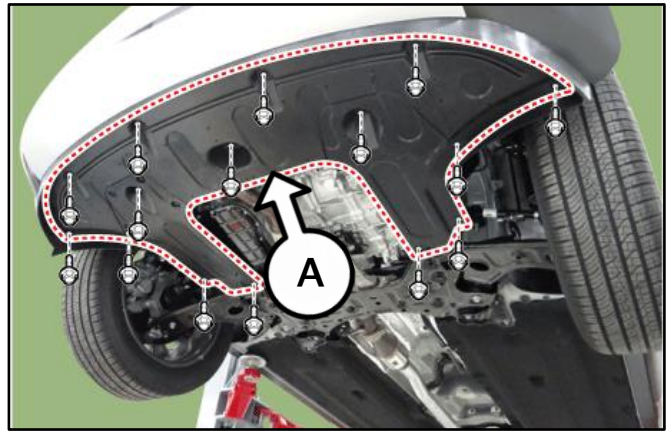
Repair status for a VIN is provided on KDealer+ (Service → Warranty Coverage → Warranty Coverage Inquiry → Campaign Information). Not completed Recall / Service Action reports are available on KDealer+ (Consumer Affairs → Not Completed Recall → Recall VIN → Select Report), which includes a list of affected vehicles.

**Inspection Procedure #1: (Driveshaft Gap Clearance)**

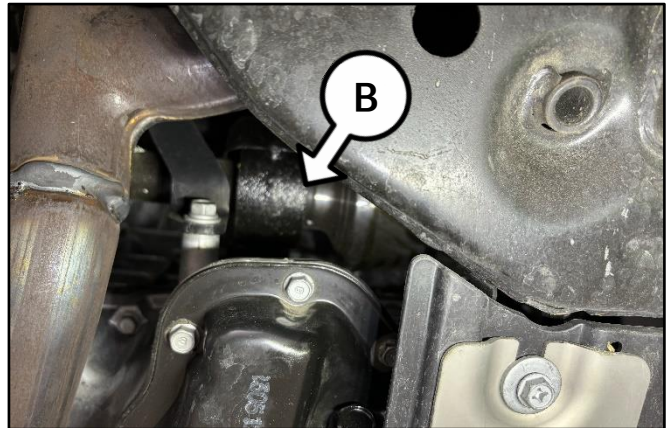
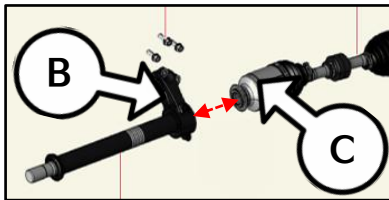
1. Raise the the vehicle on hoist.



2. Remove the engine room under cover (A).



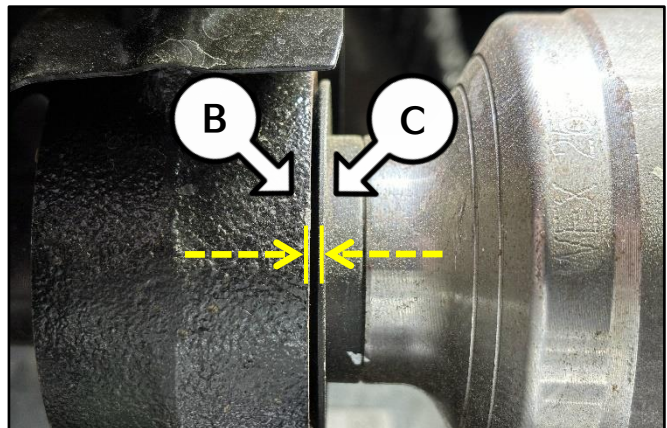
3. Locate the inner bearing bracket & shaft assembly (B) and the front driveshaft (C) junction area shown.



4. The inspection area is shown on the right:

**Note:** It is normal for the end lip of the front driveshaft (C) to either rest flush with the bearing bracket (B) outer edge or be exposed as shown. The exposed distance should not exceed 2mm.

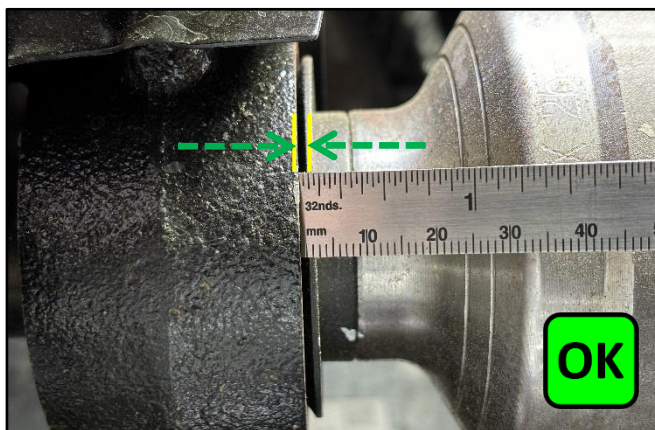
Proceed to step 5 for inspection instructions.



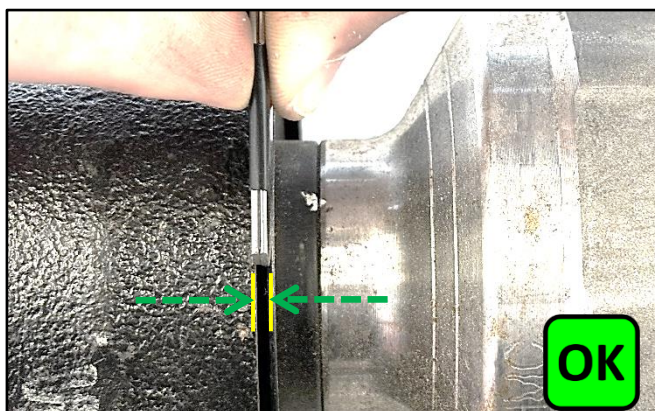
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5a. Using a small ruler or feeler gauge, measure the gap clearance shown and confirm that it does not exceed 2mm:

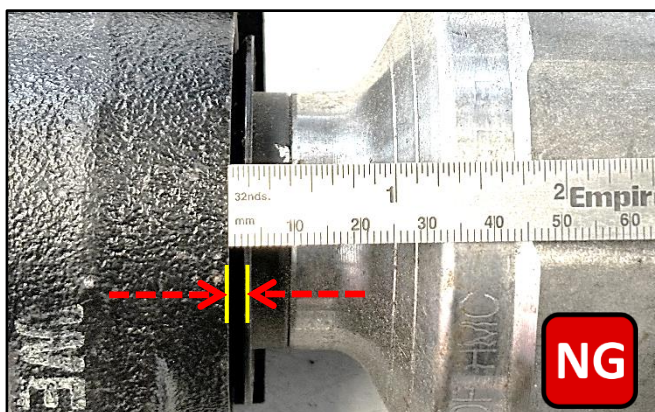
- **Using a Ruler:**  
If the gap measurement is 2mm or LESS (OK), the inspection is complete. No further action applies to this campaign. Claim Inspection labor op 240A2910.



- **Using a Feeler Gauge:**  
If the gap measurement is LESS than 2mm (OK), the inspection is complete. No further action applies to this campaign. Claim Inspection labor op 240A2910.



5b. • If the gap measurement is **GREATER than 2mm (NG)**, (ex. 2.1mm or more) then proceed to 'Inspection Procedure #2: (Bearing Bracket Spline Teeth)' below.




Sample shown above measures 2.5mm gap

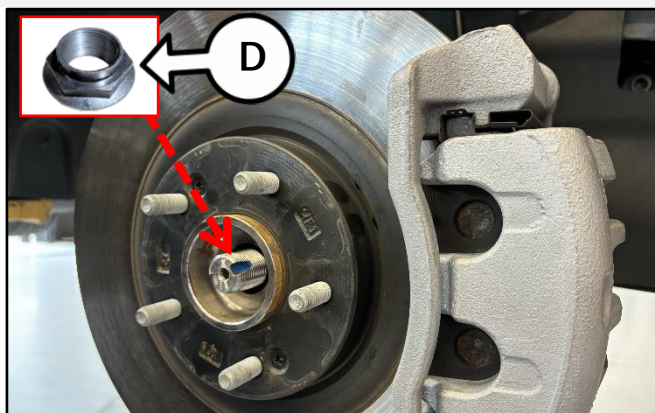
**Inspection Procedure #2: (Bearing Bracket Spline Teeth)**

1. Remove the right front wheel/tire.
2. Loosen the axle retaining nut (D).

Note: Discard the axle nut (D). DO NOT reuse.

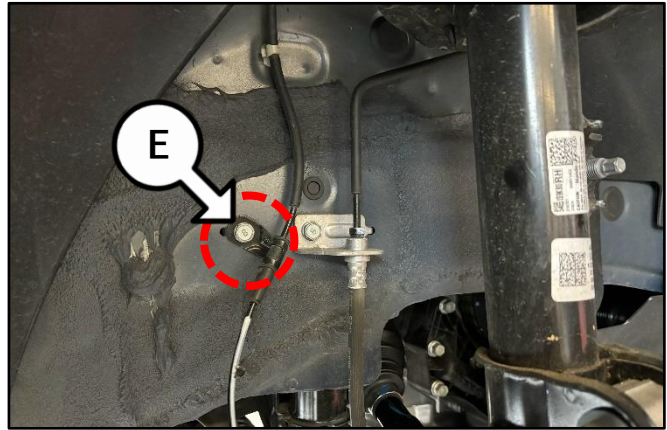


**Tightening torque for Axle Nut (D):**  
217 - 231.5 lb.ft (294.2 - 313.8 N.m)



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3. Loosen the ABS Sensor wire retaining clip/bolt (E).

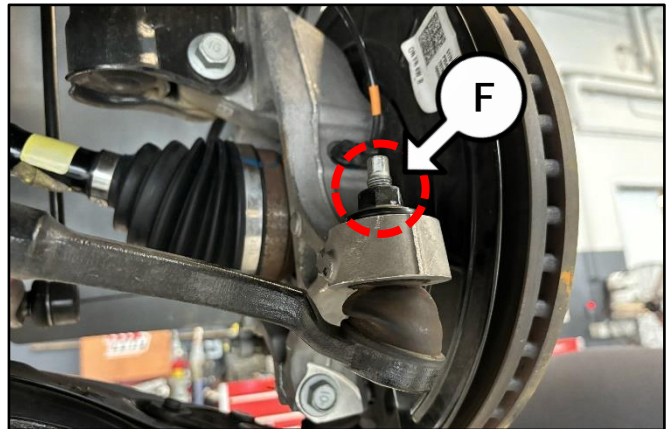


4. Loosen the tie rod end nut (F) and separate from the hub carrier.

**Note:** Use SST 09568 2J100. Discard tie rod end nut (F). DO NOT reuse.



**Tightening torque for Tie Rod End Nut (F):**  
25.3 - 32.5 lb.ft (34.3 - 44.1 N.m)



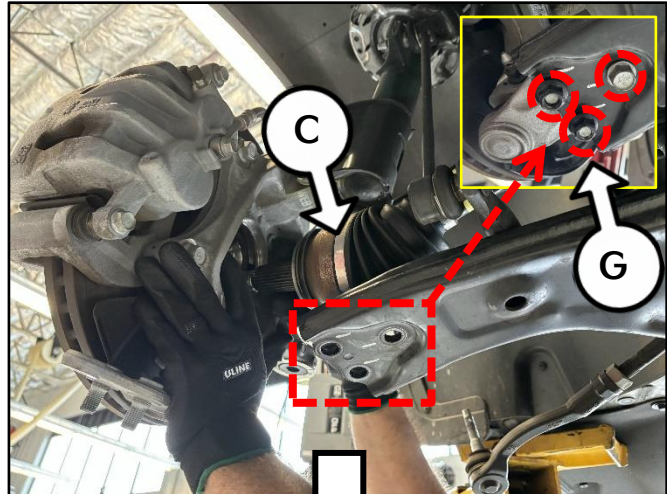
5. Loosen the three (3) lower ball joint retaining nuts and bolt (G).

6. Detach the outer end of the driveshaft (C) from the hub carrier.



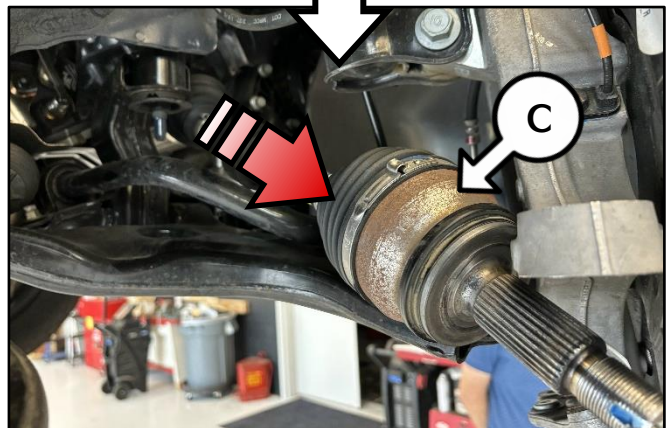
**Tightening torque for Lower Ball Joint Retaining Bolts and Nut (G):**

79.6 - 94 lb.ft (107.8 - 127.5 N.m)



- 7a. Using force, detach the driveshaft (C) from the inner bearing bracket assembly by pulling outwards.

- 7b. Place the driveshaft on a clean table.



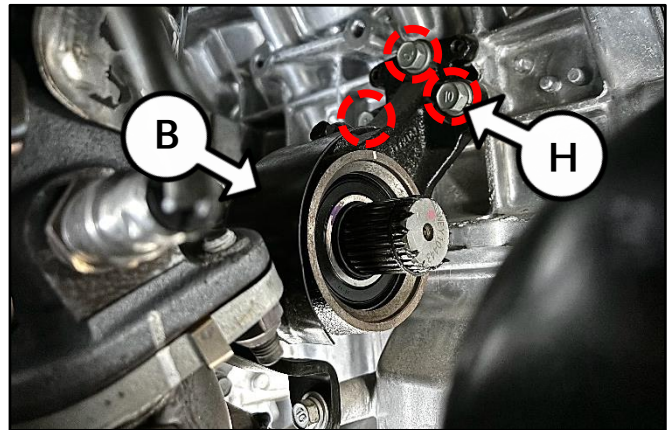
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8. Loosen the three (3) bearing bracket & shaft assembly (B) retaining bolts (H).

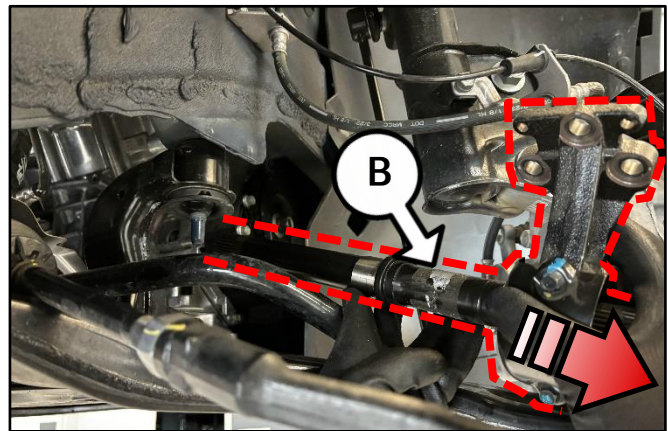


Tightening torque for Bearing Bracket & Shaft Assembly Retaining Bolts (H):

36.2 - 50.6 lb.ft (49 - 68.6 N.m)



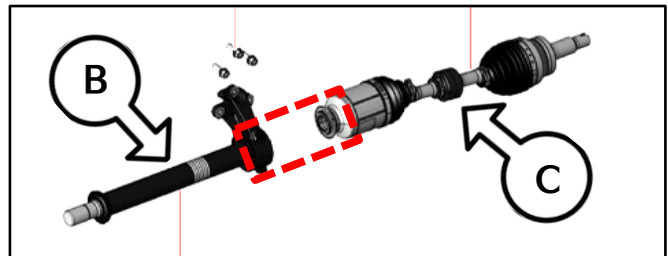
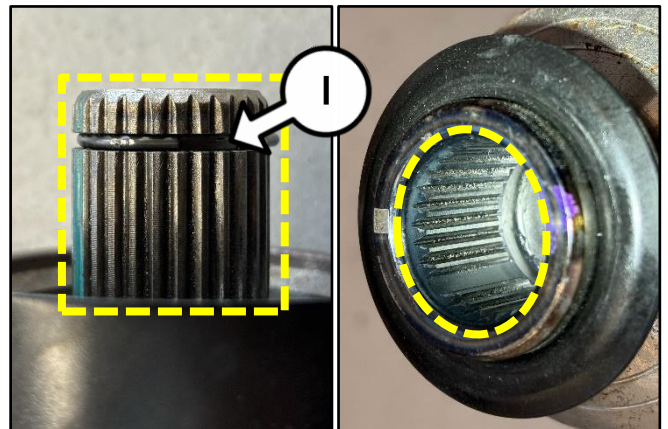
9. Remove the bearing bracket & shaft assembly (B) from the vehicle and place it on a clean table.



- 10a. Using a clean cloth, wipe-off/remove the existing grease from the bearing bracket & shaft assembly (B) splines and inside of the driveshaft assembly (C).

**Note:** Discard the bearing and bracket assembly spline "C" clip (I). DO NOT reuse.

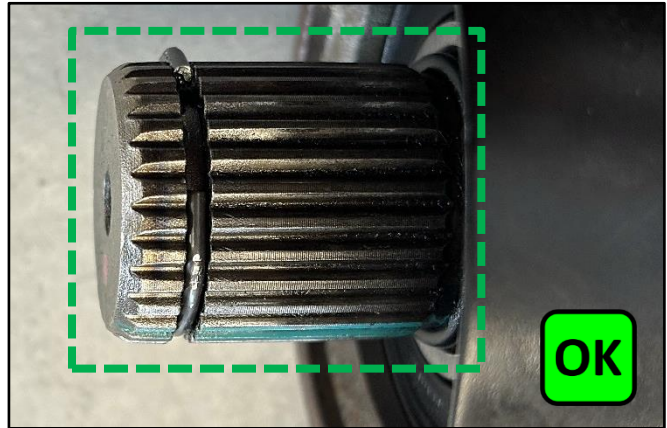
- 10b. Proceed to step 11 on page 6.




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11a. Inspect the bearing and bracket assembly spline teeth condition:

- If the spline teeth are **NOT** damaged or worn (**OK**), especially in the outer spline area; then any concerns related to noise or vibration must be diagnosed normally by referring to KGIS. **This remedy is not applicable.** Reinstall all removed parts in the reverse order of removal including new non-reusable parts. **Claim Inspection Op code 240A2911.**

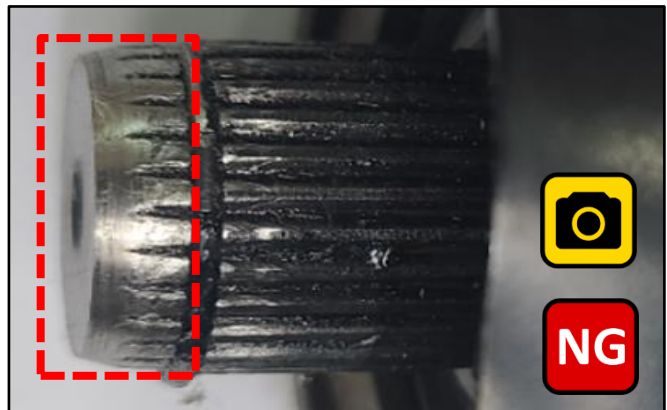


11b.  If the spline teeth **ARE** damaged or worn (**NG**), take one clear KVID photo of the damaged splines as shown including the RO information and replace both the right-side driveshaft and bearing & bracket assemblies with new parts.

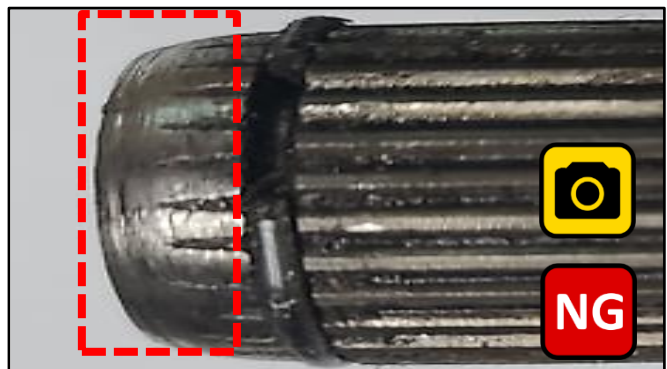


12. Reinstall all other removed parts in the reverse order of removal including new non-reusable parts.

**NOTE:** 2WD (FWD) and 4WD (AWD) bearing bracket assemblies differ.




13. Confirm normal vehicle operation.



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Model	Production Date Range
Telluride (ON)	January 9, 2019 to October 19, 2023

**REQUIRED TOOL:**

Tool Name	Part Number	Figure	Comments
Tie Rod Remover	SST 09568 2J100		Located  Toolbox 1 Drawer #10

**REQUIRED PART:**

Part Name	Part Number	Comment	Qty.
Axle Nut	49551 4T000	All	1
Tie Rod Nut	55259 2M000		1
C Clip	49557 S9000QQK		1
Driveshaft Assembly	49501 S9480QQK		1
Bearing & Bracket Assembly	49560 S9420QQK		2WD/FWD
	49560 S9480QQK	4WD/AWD	
McLube M0s2-400	UM010 CH047	All	1 tub completes up to 56 vehicles

**Note:** The replacement QQK 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: N99 C Code: C99**

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
R	49501 S9480	0	(SC303Z) Driveshaft Gap Clearance Inspection #1 (OK)	240A29I0	0.2 M/H	N/A	0
			(SC303Z) Driveshaft Gap Clearance Inspection #1 (NG) Bearing Bracket Spline Teeth Inspection #2 (OK)	240A29I1	0.7 M/H	49551 4T000	1
			55259 2M000				
			49557 S9000QQK				
			(SC303Z) Driveshaft Gap Clearance Inspection #1 (NG) Bearing Bracket Spline Teeth Inspection #2 (NG) Bearing & Bracket + Driveshaft Replacement (2WD/FWD)	240A29R0*	1.1 M/H	49551 4T000	1
			55259 2M000				
			49557 S9000QQK				
			49501 S9480QQK				
			49560 S9420QQK				
			(SC303Z) Driveshaft Gap Clearance Inspection #1 (NG) Bearing Bracket Spline Teeth Inspection #2 (NG) Bearing & Bracket + Driveshaft Replacement (4WD/AWD)	240A29R1*	1.1 M/H	49551 4T000	1
			55259 2M000				
			49557 S9000QQK				
			49501 S9480QQK				
			49560 S9480QQK				

**Note:** Refer to **Warranty Bulletin 2024-46** for claim submission procedures. Manually enter sublet code 'X2' for reimbursement of one roundtrip rideshare expense or up to three (3) days of rental expense, with supporting documentation. \*A KVID photo of the NG condition is required for all replacement labor ops. If a KVID photo of the NG condition is not attached as described in this TSB, Warranty claim submission issues will occur. All claims are subject to review and Warranty chargeback. Use sublet code 'X1' with a maximum allowed amount of \$0.52 per vehicle for McLube M0s-400 (UM010 CH047).

**NOTICE**

VIN inquiry data for this repair is provided for tracking purposes only. Kia retailers should reference **SC303Z** when accessing the KDealer+ system.

