



GROUP

MODEL

CHA

2020-2024MY
Telluride (ON)

NUMBER

DATE

125 (Rev 1, 09/20/2024)

September 2024

TECHNICAL SERVICE BULLETIN

SUBJECT:

SELF-LEVELING REAR SHOCK ABSORBER
INSPECTION/REPLACEMENT (WTY040)

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 information associated with the 'Warranty Extension Program (WTY040)' to inspect and, if necessary, replace the self-leveling rear shock absorber(s) on certain 2020-2024MY Telluride (ON) vehicles manufactured from January 10, 2019 through September 14, 2023, AND equipped with 'self-leveling' rear shock absorber(s) produced through June 04, 2023. The term of the warranty is being extended from 5 years / 60,000 miles to 15 years / 180,000 miles, whichever comes first, starting from the date the vehicle was first put into service. The affected vehicles may exhibit a noise from the rear suspension while traveling over bumps and/or a firm/stiff ride quality while driving. This concern does not impact the drivability or safety of the vehicle. Follow the procedure outlined in this publication to inspect the rear absorber LOT/Date code and, if necessary, replace the affected rear shock absorber(s) for the concern outlined in this publication on the applicable vehicle.



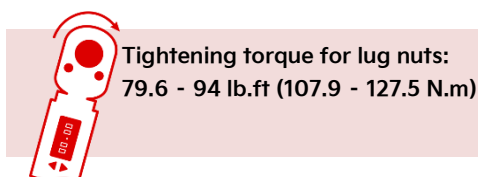
NOTICE

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 and Replacement Procedure:

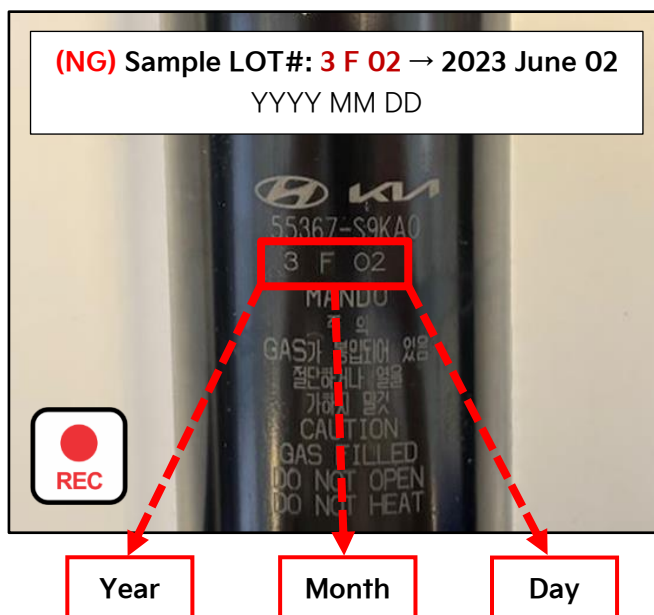
VEHICLE IN: The affected vehicles may exhibit a noise from the (LH and/or RH) rear shock(s) when traveling over bumps and/or exhibit a firm/stiff ride quality while driving.

1. Raise the vehicle on a lift.
2. Remove both rear wheel/tires (A).



2. Inspect both (LH & RH) 'self-leveling' rear shock absorber LOT#s (Refer to the LOT/DATE conversion table below):

- Produced 'on or after' 3 F 05
(2023 June 05) (OK), then this publication 'Warranty Extension' is not applicable to the inspected shock absorber. Claim Op Code: 242A3510
- Produced 'on or before' 3 F 04
(2023 June 04) (NG), then take a KVID video starting from the VIN label on the door and then move to capture the LOT number stamped on the affected rear shock absorber, and then proceed to step 3 to replace the affected LH and/or RH rear shock absorber.



Note: If both rear shocks are (OK), then submit the warranty claim with labor op code for "Rear Shock Assembly Inspection".

Digit	Year	Letter	Month	Day		
8	2018	A	January	01	13	25
9	2019	B	February	02	14	26
0	2020	C	March	03	15	27
1	2021	D	April	04	16	28
2	2022	E	May	05	17	29
3	2023	F	June	06	18	30
4	2024	G	July	07	19	31
		H	August	08	20	
		I	September	09	21	
		J	October	10	22	
		K	November	11	23	
		L	December	12	24	

SUBJECT:

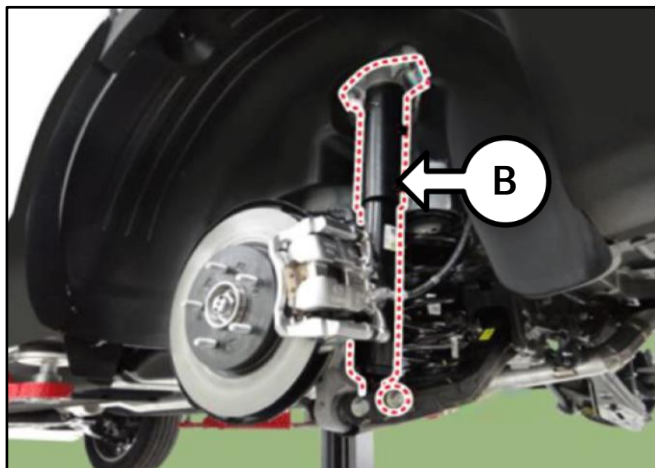
SELF-LEVELING REAR SHOCK ABSORBER INSPECTION/REPLACEMENT

3. Remove the affected (LH and/or RH) rear shock absorber (B) by referring to "Suspension System → Rear Suspension System → Rear Shock Absorber → Repair procedures → Removal and Installation" in the applicable Shop Manual on KGIS.

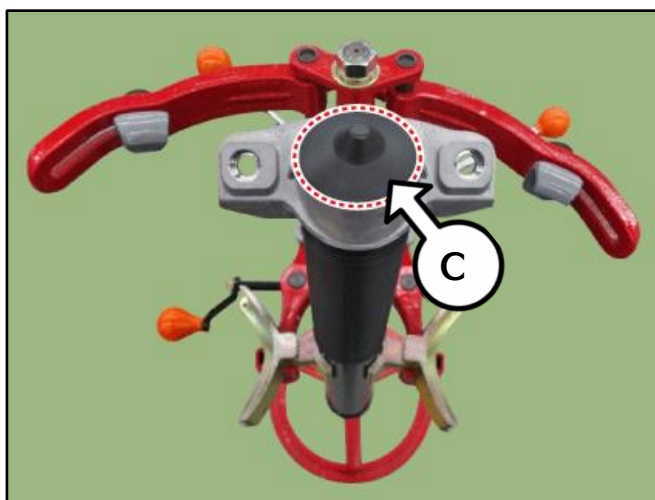


Tightening torque for upper Bolts:
72.3 - 86.8 lb.ft (98.1 - 117.7 N.m)

Tightening torque for lower Bolt & Nut:
101.3 - 115.7 lb.ft (137.3 - 156.9 N.m)

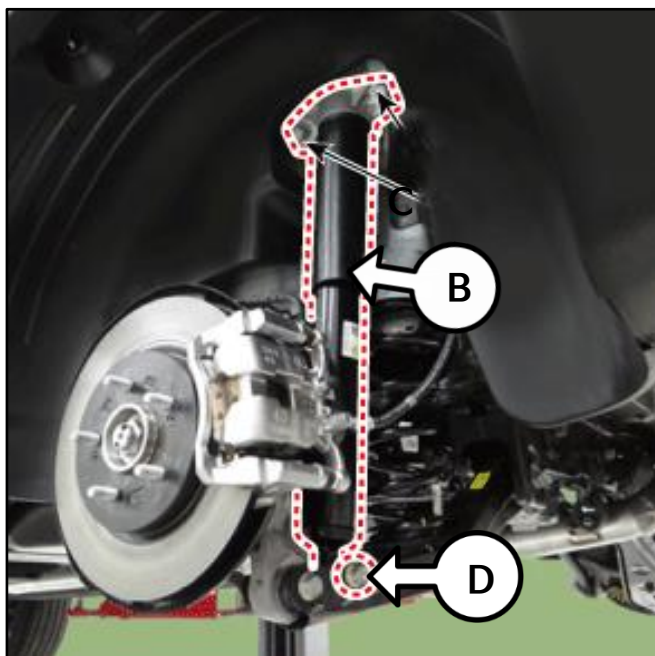


- 4a. Disassemble the affected (LH and/or RH) rear shock absorber(s) by referring to the "Suspension System → Rear Suspension System → Rear Shock Absorber → Repair procedures → Disassembly and Reassembly" chapter in the applicable Shop Manual on KGIS.
- 4b. Reassemble the (LH and/or RH) new rear shock absorber(s) in the reverse order of disassembly.



Note: Install a 'new' self-locking nut (C) when replacing the rear shock assembly. The bottom nut (D) is reusable.

5. Install the new applicable (LH and/or RH) reassembled rear shock absorber(s) (B) in the reverse order of removal.
6. Reinstall all other removed parts in the reverse order of removal.
7. Confirm normal vehicle operation.




SUBJECT: SELF-LEVELING REAR SHOCK ABSORBER INSPECTION/REPLACEMENT

AFFECTED VEHICLE RANGE:

Model	Production Date Range
Telluride (ON)	January 10, 2019 to September 14, 2023

REQUIRED PART:

Part Name	Group	Part Number	Model Year/Trim	Figure	Qty.
Rear Shock Assembly	A	55367 S9000FFF	20 - 22MY FWD/4WD		1
	B	55367 S9AA0FFF	23 - 24MY 4WD		1
	C	55367 S9KA0FFF	4WD X-Line 4WD X-Pro		1
Self-Locking Nut		13262 10007K	2WD	N/A	2
		13262 10001	4WD		

Note: Quantity is determined based on shock absorber LOT#/DATE (3 F 05 - June 05, 2023). Reference step #2 in the repair procedure. Each shock assembly group has 2 different part numbers for the improved part. **Both listed parts numbers of each group represent the same improvement. Only 1 part number per group should be ordered based on VIN requirement.**

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

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WARRANTY INFORMATION:

N Code: Q53 C Code: ZZ3

Claim Type	Causal P/N	Qty.	Repair Description	Labor Op Code	Op Time	Replacement P/N	Qty.
W	55367 S9000	0	Rear Shock Assembly <u>Both</u> (Left & Right OK) Inspection	242A35I0	0.2 M/H	N/A	0
			Rear Shock Assembly Inspection (Left NG & Right OK) + <u>Left</u> Rear Shock Assembly Replacement	242A35R0	0.7 M/H	55367-S9000FFF or 55367 S9AA0FFF or 55367 S9KA0FFF	1
						13262 10007K or 13262 10001	1
			Rear Shock Assembly Inspection (Left OK & Right NG) + <u>Right</u> Rear Shock Assembly Replacement	242A35R1	0.7 M/H	55367-S9000FFF or 55367 S9AA0FFF or 55367 S9KA0FFF	1
						13262 10007K or 13262 10001	1
			<u>Both</u> (Left & Right) Rear Shock Assembly Replacement	242A35R2	0.9 M/H	55367-S9000FFF or 55367 S9AA0FFF or 55367 S9KA0FFF	2
						13262 10007K or 13262 10001	2

Note: Refer to [Warranty Extension Bulletin 2407](#) for claim submission procedures. A KVID Video recording of the **NG** condition is required for all labor ops. A KVID video is required for NG condition, if a KVID video for the **NG** condition is not created as described in this TSB, Warranty claim submission issues will occur. All claims are subject to review and Warranty chargeback.

