



GROUP	MODEL
CHA	2024-2025MY Sorento (MQ4a)
NUMBER	DATE
127V	March 2025

TECHNICAL SERVICE BULLETIN

SUBJECT:

REAR SHOCK ABSORBER REPLACEMENT

This bulletin provides information to address vehicles that may be exhibiting a 'clunking' noise from the rear suspension while traveling over rough/bumpy terrain on certain 2024-2025MY Sorento (MQ4a) vehicles produced from January 6, 2024 through January 31, 2025. The noise on the affected vehicles may have been caused due to a decrease of gas pressure from within the shock absorber body. Follow the procedure outlined in this publication to replace both rear shock absorbers with the new part 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.

This bulletin should only be performed with valid customer complaint of 'clunking' noise from the rear suspension.

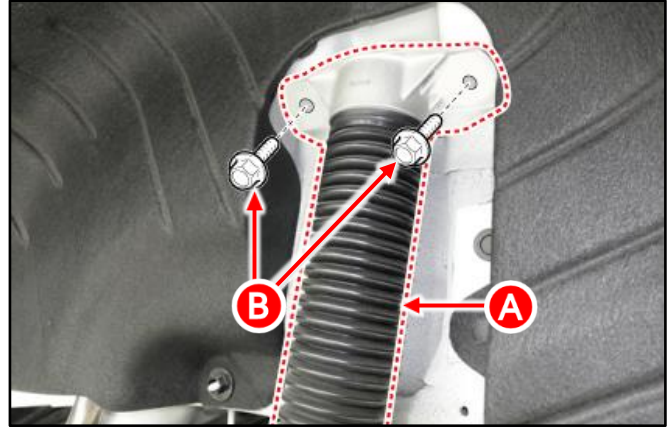
Repair status for a VIN is provided on KDealer+ (Service → Warranty Coverage → Warranty Coverage Inquiry. TSB CHA12V covers specific component replacement. Additional replacement parts/labor are not covered under this TSB. Normal claim submission guidelines must be followed if additional parts are found to be damaged or rendered unusable.

Replacement Procedure:

BEFORE PERFORMING THIS TSB:

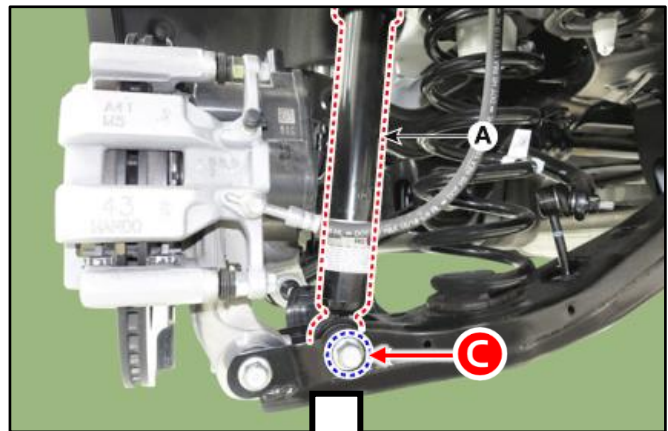
Customer complaint of 'clunking' noise from the rear suspension must be stated in the opening RO and Claim Notes.

1. Replace both left and right rear shock absorber assemblies (A) by referring to "Suspension System → Rear Suspension System → Rear Shock Absorber → Repair procedures" in the applicable Shop Manual on KGIS.



Tightening torque for bolts (B):
86.8 - 101.3 lb.ft (117.7 - 137.3 N.m)

Tightening torque for bolt (C):
115.7 - 130.2 lb.ft (156.9 - 176.5 N.m)

**NOTICE**

Be sure to use the new self-locking nut PN 13262 10001 (one for each




2. Reinstall all removed parts in reverse order of removal.
3. Confirm normal vehicle operation.

SUBJECT:



REAR SHOCK ABSORBER REPLACEMENT**AFFECTED VEHICLE RANGE:**

Model	Production Date Range
Sorento (MQ4a)	January 6, 2024 to January 31, 2025

REQUIRED TOOLS:

Tool Name	Part Number	Figure	Comments
Shock Absorber Lock Nut Removal Tool	09546 3X100		Located O/H 1

REQUIRED PART:

Part Name	Part Number	Figure	Qty.	Comments
Rear Shock Absorber	55307 R5EA1QQK*		2	4WD
	55307 R5AA1QQK*		2	2WD
Self-Locking Nut	13262 10001		2	N/A

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

***Once the repair is performed and the rear shock absorbers are replaced, TSB CHA127V is complete. Any subsequent or follow-up concerns must be addressed according to normal Service/Warranty Guidelines.**

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	55307 R5EA0	0	Rear Shock Absorber Replacement	240A47R0*	0.8 M/H	55307 R5EA1QQK or 55307 R5AA1QQK and 13262 10001	2 2

Note: Manually enter sublet code 'X2' for reimbursement of one roundtrip rideshare expense or up to three (3) days of rental expense, with supporting documentation. ***Once the repair is performed and the rear shock absorbers are replaced, TSB CHA127V is complete. Any subsequent or follow-up concerns must be addressed according to normal Service/Warranty Guidelines.**

