



HYUNDAI

Technical Service Bulletin

GROUP SUSPENSION	NUMBER 25-SS-003H
DATE NOVEMBER 2025	MODEL(S) SANTA CRUZ (NXT)

SUBJECT: REAR SUSPENSION CLUNK OR THUMP NOISE -
REAR SHOCK ABSORBER REPLACEMENT

* IMPORTANT



This field action requires justification in the form of a customer concern, and a confirmed case for the related symptom outlined in the TSB, prior to any repair work. If justification requirements are not met, any submitted claims are subject to debit. 5/60,000 New Vehicle Limited Warranty applies. See Warranty Information section for more details.

Description: Some Santa Cruz (NXT) vehicles may exhibit a clunking or thumping noise from the rear of the vehicle while driving over rough roads. This may be caused by worn rear self-leveling shock absorbers. Follow the procedure in this bulletin to identify the source of the noise and replace the rear shock absorbers on affected vehicles.

Applicable Vehicles:

Model Year	Model	Engine	Production Dates
2022 - 2024	Santa Cruz (NXT)	2.5L GDI	05/26/2021 – 12/03/2023
		2.5L T-GDI	06/03/2021 – 12/29/2023

Parts Information:


Model	Engine	Part Name	Part Number		Figure	Qty
			Old	New		
Santa Cruz (NXT)	2.5L GDI	Shock Absorber Assy – Rear	55367-K5000	55367-K5000QQH		2
	2.5L T-GDI		55367-K5200	55367-K5200QQH		
	All	Nut - Lock*	13262-10007K			2

*Lock nut **MUST** be replaced with shock absorber replacement.

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SST Information:

Tool Name	Tool Number	Figure	Remarks	Ordering Information
Shock Absorber Lock Nut Removal Tool Kit	09546-3X100		Use for installing new lock nut	Website: https://hyundaiessentialtools.com/ Email: Hyundaitools@snapon.com Phone: 1-855-763-9199 Hours: 7 AM – 7 PM CST

Warranty Information:

Model	Engine	Op. Code	Operation	Op. Time	Causal Part	Nature Code	Cause Code
Santa Cruz (NXT)	2.5L GDI	50DA06R0	Check for Noise from Rear Suspension, Visual Inspection of Rear Suspension Components, and Replacement of Both Rear Shock Absorbers	1.0 M/H	55367-K5000	Q53	ZZ5
	2.5L T-GDI	50DA06R1			55367-K5200		

NOTE 1: Submit claim on Claim Entry Screen as “Campaign” type.

NOTE 2: 5/60,000 New Vehicle Limited Warranty (NVLW) applies to the part(s) and repair procedure(s) outlined in this TSB. Prior to beginning any repair work, ensure the part(s) associated with the repair procedure are within NVLW, observing mileage and Warranty Start Date or date of first use. If the subject part(s) are out of warranty coverage, the dealer has the option to submit a PA Request for goodwill consideration on a case-by-case basis.

NOTE 3: If any part(s) not subject to this TSB are found in need of replacement while performing the repair procedure, and the affected part(s) are still under warranty, the dealer may submit a separate claim using the same repair order. If the part(s) not subject to this TSB are out of warranty coverage, the dealer has the option to submit a PA Request for goodwill consideration on a case-by-case basis.

NOTE 4: This TSB includes repair justification photos. Op times include VIN, mileage, and repair justification photo(s) as outlined in the Digital Documentation Policy.

NOTE 5: The incident parts are subject to callback through the normal Warranty Technical Center (WTC) parts return process. **Claim is subject to debit if the part is not returned.**

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Service Procedure:

DIGITAL DOCUMENTATION



This TSB includes repair justification photos. Refer to the latest Warranty Digital Documentation Policy for requirements.

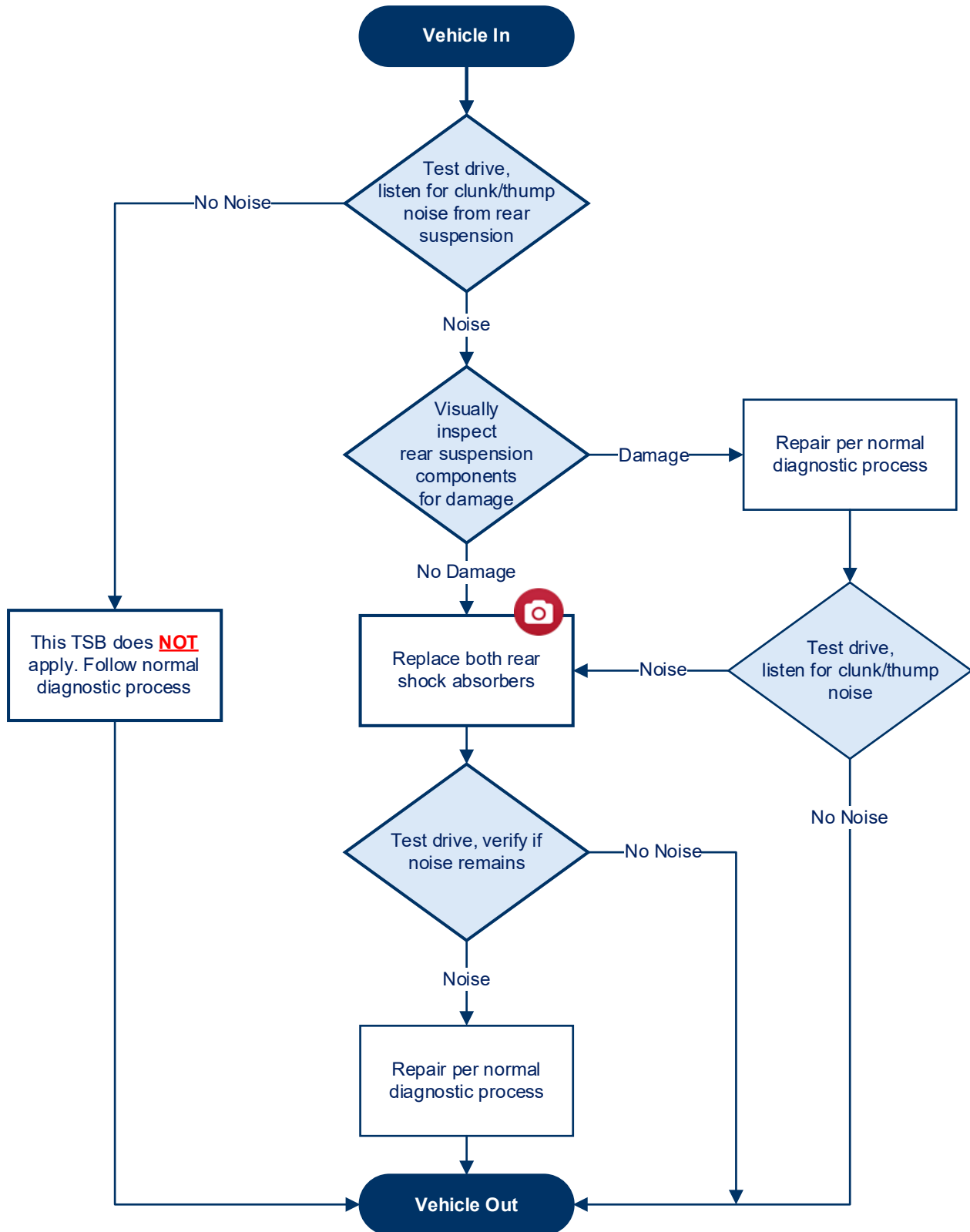
NOTICE

Applying the recommended torque to all fasteners is essential to reduce potential issues from occurring after the service procedure.

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Flowchart

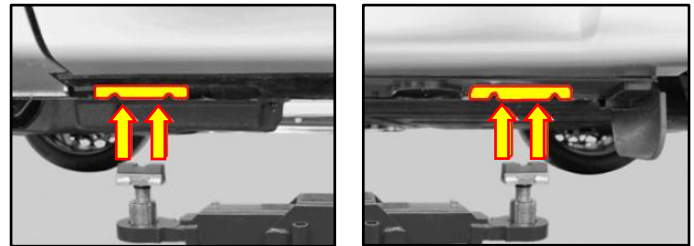


Noise Verification and Visual Inspection of Rear Suspension Components

1. Test drive and verify a clunk or thump noise is present from the rear of the vehicle.
 - If noise is present, proceed to the next step.
 - If noise is not present, this TSB does **NOT** apply. Follow the normal diagnostic process.
2. Visually check that the lift blocks are properly seated on the vehicle support points and raise the vehicle.

NOTICE

Raising the vehicle from anywhere other than the support points may damage vehicle components.



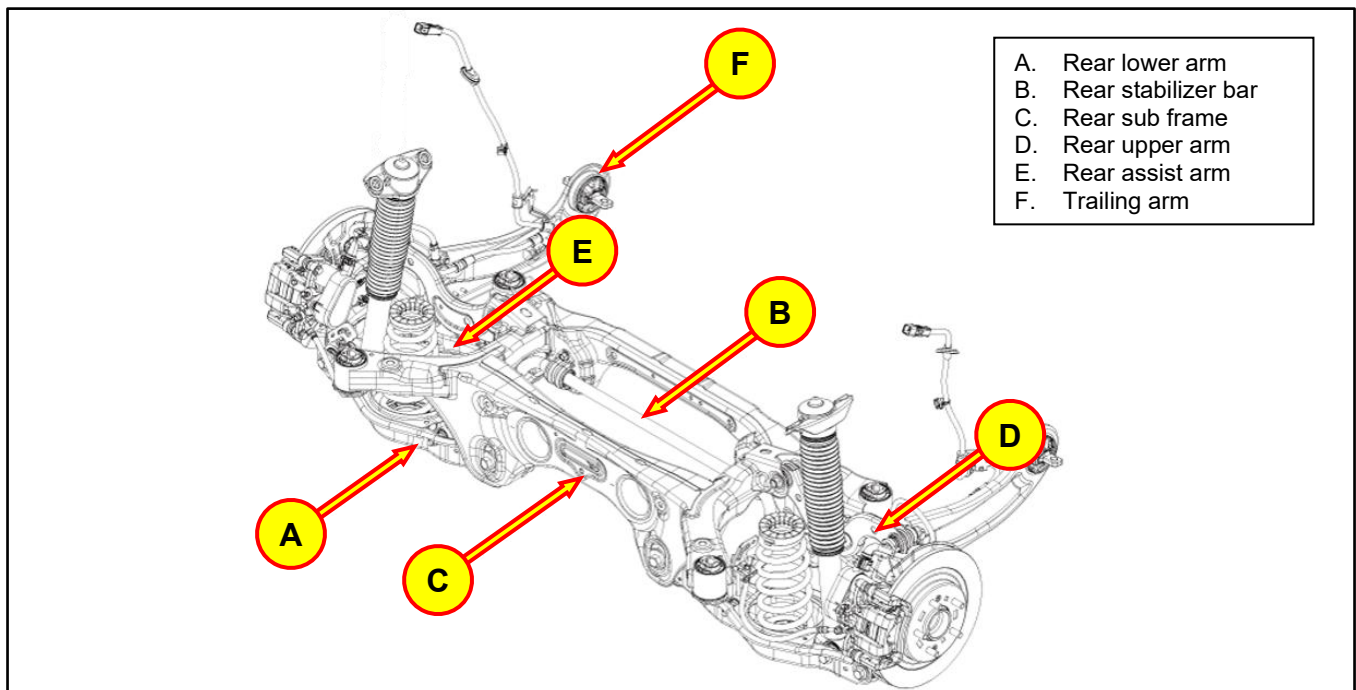
Refer to the shop manual:

- **General Information > Lift and Support Points > General Information**

3. Visually inspect rear suspension components listed below for visible issues, damage, etc.

For location details, refer to the shop manual:

- **Suspension System > Rear Suspension System > Rear Shock Absorber > Repair procedures**



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- If **NO** damage or visible issues are found with any components, then both rear shock absorbers (G) **MUST** be replaced. Proceed to [Shock Absorber Replacement](#).
- If damage or issues are found, diagnose and repair as necessary. Then retest for the clunk/thump noise.
 - If the noise is resolved, then the service procedure is complete.
 - **If the clunk/thump noise is still present**, then proceed to [Shock Absorber Replacement](#).



SUBJECT:**REAR SUSPENSION CLUNK OR THUMP NOISE -
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1. Replace both rear shock absorbers with the new parts.

Refer to the shop manual:

- **Suspension System > Rear Suspension System > Rear Shock Absorber > Repair procedures**

**Tightening Torque -
Shock Absorber Mounting Bolts (A):**

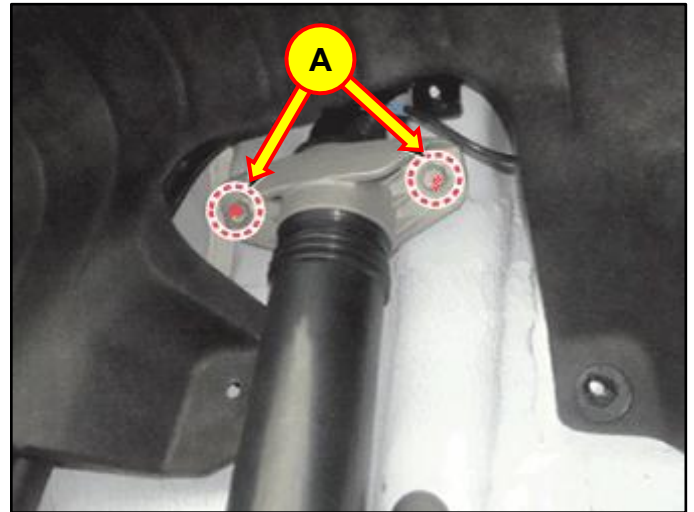
lb-ft	94
N.m	127

NOTICE

Be sure to replace the lock nut (B) with a new part. Do **NOT** reuse it.

**Tightening Torque -
Shock Absorber Lock Nut (B):**

lb-ft	16
N.m	22



2.

**DIGITAL
DOCUMENTATION**

Using the STUI camera function, take a photo of the production stamp on both original shock absorbers side by side.

Upload the photo to STUI.

NOTE: If the STUI camera function is **NOT** used, write the last 6 digits of the VIN and date of repair on a piece of paper to include in the photo.



3. Reinstall all parts in the reverse order of the removal process.
4. Test drive to confirm proper operation of the new shock absorbers and that **NO** clunking or thumping noise remains from the rear of the vehicle.

If additional issues are found, follow the normal diagnostic process.

5. The service procedure is now complete.