	GROUP Voluntary Service Campaign	MODEL 2011MY Sorento (XM)
	NUMBER SC 091 [Rev 2, 6/30/2011]	DATE June 2011
VOLUNTARY SERVICE CAMPAIGN		
SUBJECT: ADDITION OF FRONT SPRING PROTECTION TUBE (SC091)		

*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 related to a Service Campaign for the addition of protective tubes to the front coil springs in certain 2011 MY Sorento vehicles produced from the Start of Production (SOP) to March 31, 2011. The coil spring seat may collect rocks on the front strut to spring mounting areas. Over time, these rocks can rub and may damage the coil springs' anti-rust protective coating, and may also make a squeaking noise. To improve this condition the dealer needs to compress the front spring, clean the spring seat and apply a protective cover tube over the lower coil spring loop on both front strut springs of the vehicle. Please follow the instructions as outlined in this TSB for proper repair procedure.



*Shown in photo:
Installed protective
cover on lower
spring loop.*

*NOTICE

All vehicles potentially subject to this campaign should be verified to be not completed. WebDCS> Warranty Coverage> Warranty Coverage Inquiry> Check Open Campaign Status.

File Under: <Voluntary Service Campaign>

Circulate To: ☒ General Manager ☒ Service Manager ☒ Parts Manager
☒ Service Advisor(s) ☒ Technician(s) ☒ Body Shop Manager ☐ Fleet Repair

SUBJECT: ADDITION OF FRONT SPRING PROTECTION TUBE (SC091)

***NOTICE**

To improve customer satisfaction, always remember to refer to WebDCS Warranty Coverage (validation) Inquiry Screen (Service> Warranty Coverage> Warranty Coverage Inquiry) for a list of any additional campaigns or service actions that may need to be performed on the vehicle before returning it to the customer.

Service Procedure:

1. Raise vehicle using a lifting device with the key left in "ACC" position to prevent steering wheel from locking.

Turn the right front wheel/tire by hand to the right to allow access to the front strut spring.

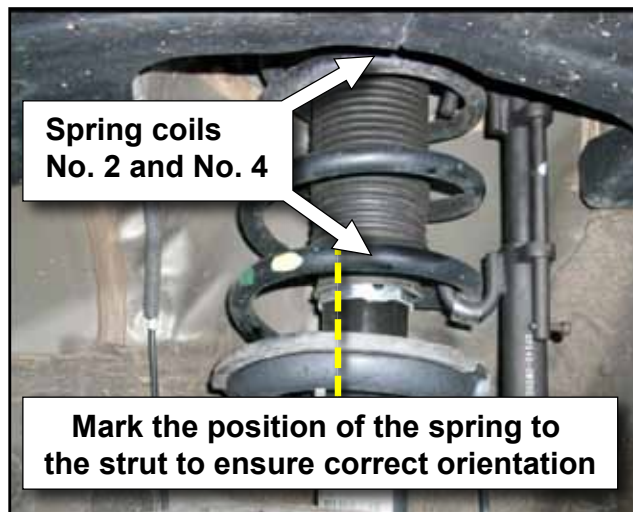
⚠ CAUTION

Inspect clear plastic protectors on spring compressor for damage. If damaged, replace protectors.



2. Position the spring compressor as shown in the photos, 40-50mm away from the step in the spring perch

Install Spring Compressor onto spring coils No. 2 and No. 4.



Mark the position of the spring to the strut to ensure correct orientation



***NOTICE**

Poor assembly of spring compressor to spring may not leave enough room to fit an impact socket and impact driver.

Using a wax pencil, mark the spring to strut for re-assembly to ensure correct orientation.

SUBJECT: ADDITION OF FRONT SPRING PROTECTION TUBE (SC091)

3. Compress the spring just past the white dot on the spring compressor just far enough to insert the safety screw.

DO NOT over tighten.

⚠ WARNING

Do not over tighten the spring compressor. Only tighten enough to insert the safety screw just past the white indicating dot. Use only impact grade socket and impact gun.



⚠ WARNING

Safety screw must be installed immediately after spring compression.

Safety screw must be installed to the top hole in the compressor tool to prevent spring expansion.



4. Use compressed air to blow any debris from the spring seat.

⚠ WARNING

Always wear eye protection when using air blow gun.



SUBJECT: ADDITION OF FRONT SPRING PROTECTION TUBE (SC091)

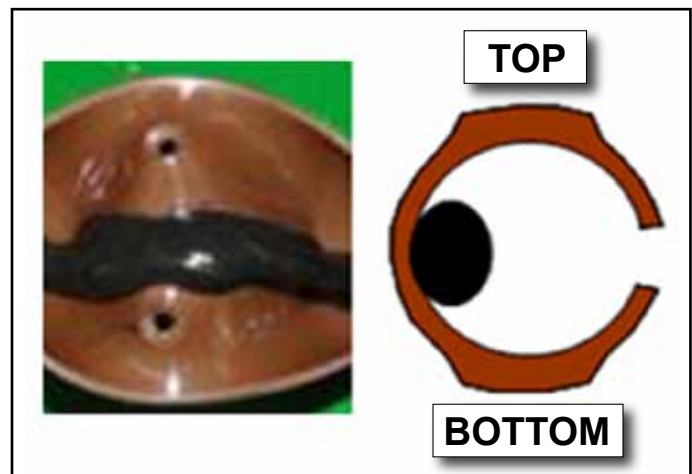
5. Carefully wipe the spring seat and lower spring loop with a suitable device and shop rag to remove all dust and debris.

⚠ CAUTION

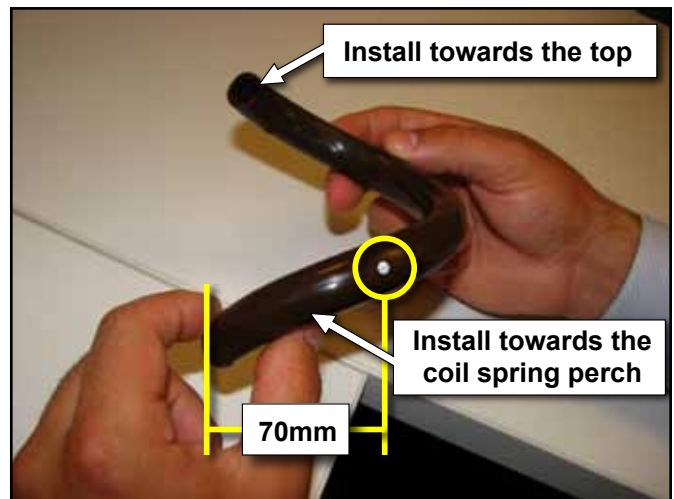
DO NOT stick your hand or fingers in or around the spring seat area while spring is compressed.



6. Apply elastic sealant on the inside of the protective tube, approx. 2-3mm bead. The protective tube has adhesive applied already and needs an additional amount due to the bonding surface condition for proper adhesion.

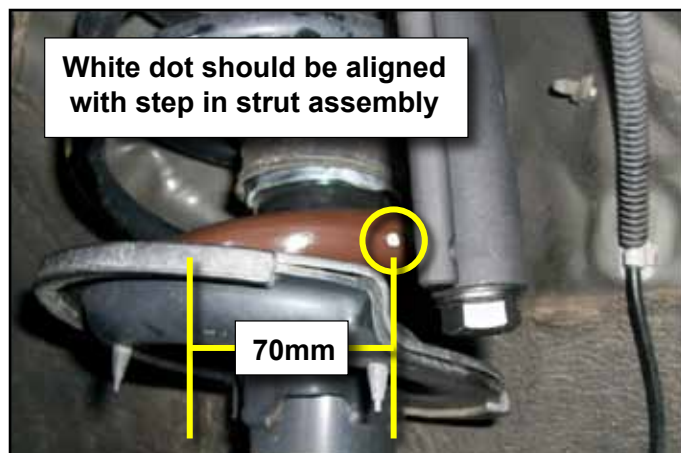


7. The white dot on the outer protective tube should be aligned with the step on the spring seat.
 - a) Open the tube at the split and fit over the lower coil loop starting at the end point closest to the white reference mark (70mm away from end point).
 - b) Using shop rag, clean off any excess sealant that may have leaked out.



SUBJECT: ADDITION OF FRONT SPRING PROTECTION TUBE (SC091)

- c) Installation shown on strut. White dot should be aligned with the step in the spring perch.



8. Remove the safety screw from the upper hole and thread it into the lower hole so the spring pressure can be released.

***NOTICE**

The use of lubricant on the threads of the spring compressor is periodically required to maintain good tool reliability and durability over time.



9. Align spring to strut marks and white dot to strut step then reverse the direction on your impact driver and decrease the pressure on the spring, then remove the tool from the coil spring.



SUBJECT: ADDITION OF FRONT SPRING PROTECTION TUBE (SC091)

***NOTICE**

If the plastic protectors are damaged, they must be replaced or equivalent protection must remain. Failure to do so may result in damaged spring coating. Inspect your plastic protectors frequently and replace as needed. Do not over-compress the spring; this may damage the plastic protectors.

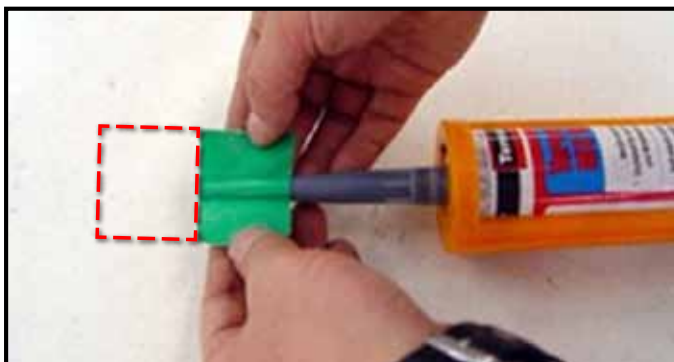


Do not use if plastic protector is cracked.

10. Repeat procedure on opposite front side of the vehicle and keep steering positioned to the right. Follow steps 2-9.

Lower the vehicle when completed.

11. Cover the tip of the elastic sealant to prevent material from drying out, as indicated in the photo.



AFFECTED PRODUCTION RANGE:

MODELS	PRODUCTION DATE RANGE
2011 Sorento (XM)	Start of production to March 31, 2011

REQUIRED TOOLS

Tool Name	Tool Number	Remarks
Spring Compressor	SP546 0W000	Auto-shipped to Dealer (Additional Spring Compressors, contact Snap-On Business Solutions at 888-542-1011)

SUBJECT: ADDITION OF FRONT SPRING PROTECTION TUBE (SC091)

REQUIRED PARTS

Part Name	Part Name	Qty	Remarks
54631 1U000QQK	Spring Protector	1	Kit includes 2 pieces to cover both front left and right side
UM011 CH055	Elastic Sealant	1	Order through Kia Chemical Program @ kiachemicals.com . Note: One (1) tube of elastic sealant should service about 15 Kia vehicles.

WARRANTY CLAIM INFORMATION:

Claim Type	Causal P/N	Qty.	N Code	C Code	Repair Description	Labor Op Code	Time	Replacement P/N	Qty
R	54630 1U100	0	N56	C05	(SC091) Addition of Spring Protection	110A07R0	0.5	54631 1U000QQK	1

Note: Use sublet code X1 for reimbursement of the Elastic Sealant P/N: UM011 CH055.

- **\$4.00 per claim for both front left and right side.**

***NOTICE**

To assure complete customer satisfaction, always remember to refer to WebDCS Warranty Coverage (validation) Inquiry Screen (Service>Warranty Coverage>Warranty Coverage Inquiry) for a list of any additional campaigns that may need to be performed on the vehicle before returning it to the customer.