

	<h1>TSB- Local</h1>	<b>Model</b> Rio [JB](2008MY), Rio [JB](2009MY), Rio [JB](2010MY)
		<b>Group</b> Suspension System(21)
		<b>TSB No.</b> KCE10-21-P210- JB;C21VA
<b>Subject</b>  <b>Rio (JB) Rear Strut Noise Repair</b>	<b>Published</b> 11/15/2010	
	<b>TSB Type</b> Service Action	
	<b>Area &amp; Distributor</b> U.K (C21VA)	

## 1. Description

### NOTICE:

This bulletin supersedes KFE10-21-P130-JB and is now a service campaign covering 212 vehicles. Please disregard bulletin KFE10-21-P130-JB.

### Condition:

Some RIO (JB) vehicles might experience creaking noise emanating from the rear suspension when passing over a speed bump.

### Countermeasure:

Replace the rear strut insulator and retainer with the parts described below in the Parts Information section.

## 2. Applicable Vehicles

**Model:** Rio (JB) vehicles

**Applicable vehicle production date range:** From JUL. 1, 2008 to JAN. 27, 2010

**Applicable VIN range:** From KNADE123686432100 to KNADH411AA6674788

### 3. Parts Information

#### Parts Required

Part Name	Part Number		Q'ty	Figure
	Previous	New		
A: Retainer	553221G000	553221C000FFF	1 EA per one side	
B: Insulator-Strut	55311G000	553111G000FFF	1 EA per one side	

### 4. Operation Code And Time

OP CODE	OPERATION NAME	OP TIME	NATURE	CAUSE
100091R0	Rear Strut Insulator And Retainer Replacement (Both Sides)	0.7 M/H	* N 29	** C10

Warranty claims must be processed immediately following the repair.

All Campaign claims must be entered via the new Global Warranty Management System (GWMS) using the following process.

1. From the home page of the GWMS select the 'Claim Process' tab.
2. Select from the Claim Process Menu (LH toolbar) the 'Claim Create' option.

3. Enter the VIN and 'click' on the 'Inquiry' icon.
4. When the system has loaded the VIN, double click on the VIN.
5. From the Campaign list click on the corresponding campaign number.
6. Complete the blank fields on the preformed claim and select the correct operation code from the drop down menu applicable to the repair carried out.
7. Click on 'save' and then 'submit'.

## **5. Service Procedure**

1. Before conducting the procedure, verify that the vehicle is an affected one by identifying it in the attached VIN list.
2. Replace the rear strut insulator and retainer with the newly improved ones according to the applicable workshop manual.