	<h1>TSB-Local</h1>	Model	Rio UB
		Group	Driveshaft and axle(31)
		TSB No.	KCE11-31-P040-UB;C21VA
Subject Drive Shaft Washer Replacement	Published	8/26/2011	
	TSB Type	Service Action	
	Area & Distributor	U.K (C21VA)	

1. Description

■ Symptom/Condition

Some Rio MY12 (UB) vehicles may experience a 'creaking' noise emanating from between the drive shaft and front axle when turning.

■ Countermeasure

Replace both LH and RH drive shaft washers with a new one following the Service Procedure below.

[This work should be completed prior to delivery to customers and Warranty claims submitted immediately following the repair.](#)

2. Applicable Vehicles

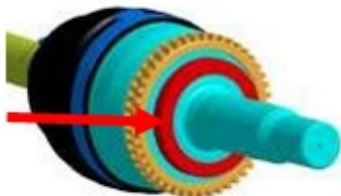
■ Model: Rio (UB)

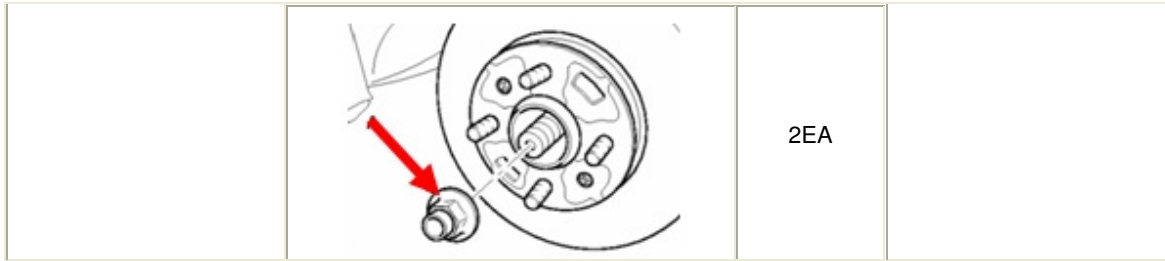
■ **Applicable vehicle production date range:** From the start of production to July 19, 2011

■ **Applicable VIN range:** See attached VIN list

3. Parts Information

■ PARTS REQUIRED

Kit Part Name and No.	Figure	Q'TY	Remark
Drive Shaft Washer Kit (495001W990QQK)		2EA	1 KIT per one vehicle



NOTE: The parts required for the vehicles affected at the individual dealers will be automatically issued by Mobis in the next few days.

The VIN will be used as the parts order reference to identify parts against specific VIN.

4. Operation Code and Time

OP CODE	OPERATION	OP TIME
110077R0	Drive Shaft Washer Replacement (Both Sides)	0.8 M/H


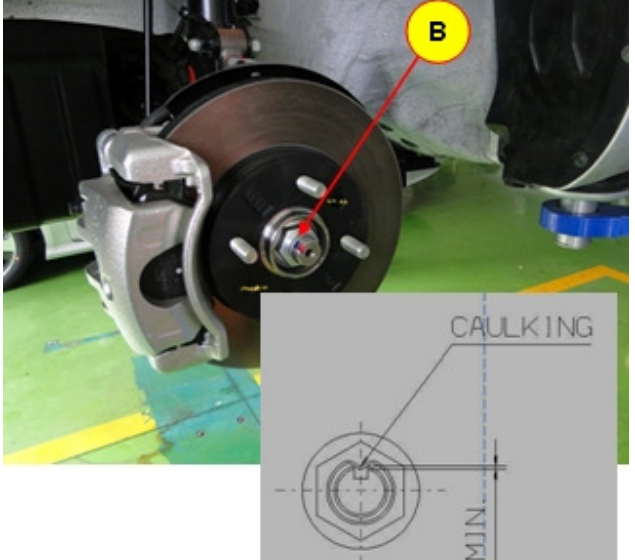
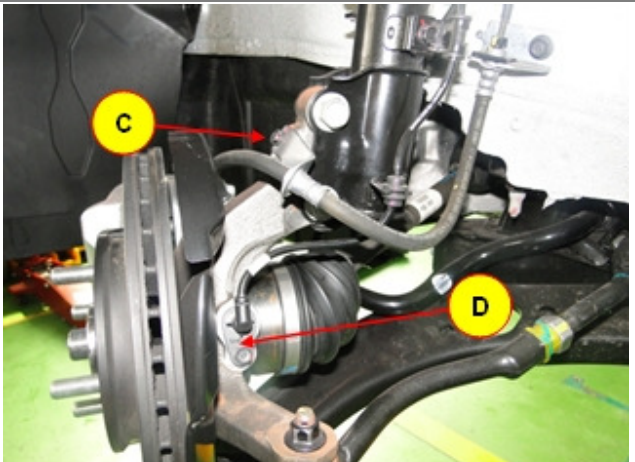
Warranty claims must be processed immediately following the repair.

All Campaign claims must be entered via the 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 highlighted mandatory fields on the preformed claim and select the correct campaign operation code from the drop down menu applicable to the repair being carried out.
7. Click on 'save' and then 'submit'.

5. Service Procedure

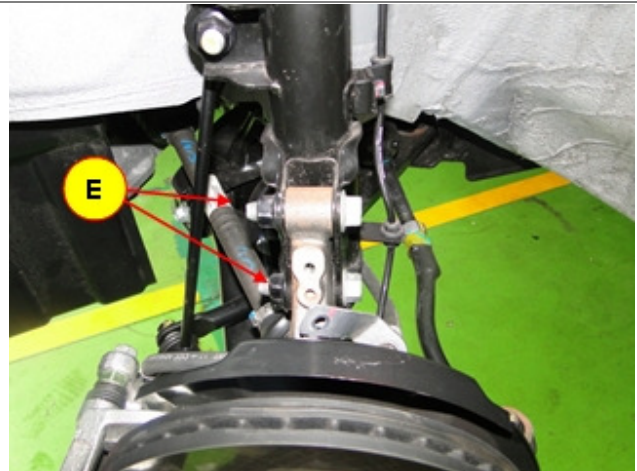
NOTE Before conducting the procedure, verify that the vehicle is affected by the Campaign.

<p>1. Raise the vehicle on a hoist.</p> <p>2. Remove the left front wheel and tyre assembly (A).</p> <p>Tightening Torque: 88.2 ~ 107.8 Nm (9~11 kgf.m, 65.0~79.5 lb-ft)</p>	
<p>3. Un stake the hub lock nut (B), and then unfasten it.</p> <p>Tightening Torque: 197~270 Nm (20.0~28.0 kgf.m, 145~200 lb-ft)</p> <p>CAUTION</p> <p>1) The hub lock nut should be replaced with a new one.</p> <p>2) After installing the hub lock nut, stake the lock nut using a chisel and hammer.</p>	
<p>4. Remove the brake hose bracket (C) & wheel speed sensor (D).</p>	

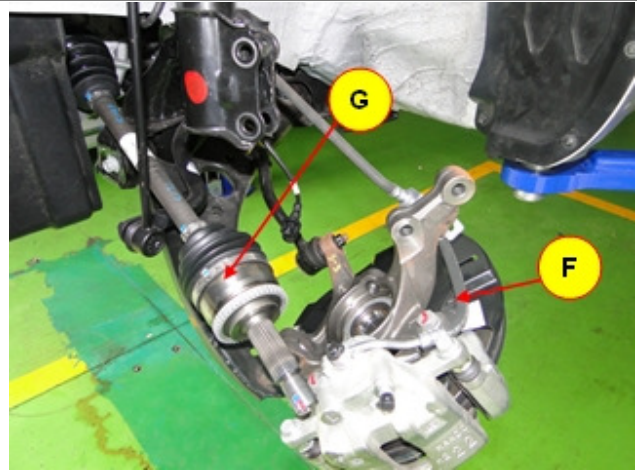
5. Remove the front strut mounting bolts & nuts (E).

Tightening Torque:

138~156 Nm (14.0~16.0kgf.m, 102~115lb-ft)



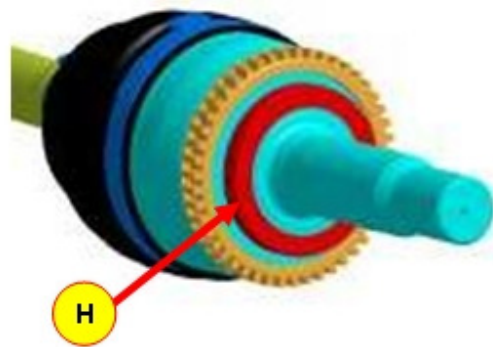
6. Remove the drive shaft (G) from the front hub assembly (F).



7. Remove the drive shaft plastic washer (H), and replace with the new drive shaft steel washer supplied by Mobis.

CAUTION

It is possible that the drive shaft plastic washer was not installed during production. In these cases, clean the area thoroughly and fit the steel washer.



8. Reinstall all the removed parts in reverse order of removal.

CAUTION

The driveshaft lock nut should be replaced with a new one.

9. Repeat above steps from 1) to 8) for the other side.

10. Reinstall the both right and left front wheel & tyre assemblies.