

## STAR ONLINE PUBLICATION

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**Case Number:** S2003000002

**Release Date:** 3/06/2020

**Symptom/Vehicle Issue:** Chatter, Shudder, or Vibration From Rear Axle During Turns.

**Discussion:** A small number of customers may experience a chatter, shudder, or vibration from the rear axle during turns. This may happen more as the vehicle ages. Especially if the vehicle is used extensively for towing or hauling heavy loads.

The cause of the concern may be due to degradation of the rear axle fluid. It is very important to follow the routine maintenance schedules on these vehicles when it comes to changing the rear axle fluid. Especially if the vehicle is used primarily for towing or hauling heavy loads.

If you experience a vehicle with the above condition, please perform the proper maintenance procedures for the rear axle, and replace the fluid first before replacing any hardware components.

**NOTE: When performing routine maintenance to the rear axle, closely inspect the rear axle hardware components for abnormal wear or damage, and repair as necessary per normal warranty repair guidelines**

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**



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