



## STAR ONLINE PUBLICATION

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**Case Number:** S2023000038

**Release Date:** 09/14/2020

**Symptom/Vehicle Issue:** Rattle, Clunk, Chuckle Noise From C Pillar Of Crew And Mega Cab

**Discussion:** Noise heard over small road bumps like expansion joint or drain grate. Duplicate the condition with a person in the rear seat using a mechanic stethoscope pointed to behind the seat above the rear cab mount. If the noise is coming from the mount location engineering is investigating the condition. No repair is suggested at this time. Replacement of the mount will most likely not change the condition. A service notification will be released in the 4<sup>th</sup> quarter 2020.

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**