



## STAR ONLINE PUBLICATION



**Case Number: S2023000043**

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**Symptom/Vehicle Issue: Clunk Or Pop Noise From Front Suspension On Rough Road**

**Discussion:** Hoist the vehicle and Inspect front coil springs for creating noise due to bowing and contacting strut dust shield (fig 1).



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**



Fig 1. Struts removed for clarity.

If the spring is significantly bowed and or contacting the strut dust boot, remove the strut from the vehicle. Follow removal procedure 02 - Front Suspension / Front / SPRING, Front Coil / Removal. Using service information procedure 02 - Front Suspension / Front / SPRING, Front Coil / Installation reassemble the strut with the coil positioned to match the isolator. If the spring is still significantly bowed after the adjustment replace the coil spring. Note most vehicles will be resolved with repositioning the spring.

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