



## STAR ONLINE PUBLICATION



**Case Number:** S2123000038

**Release Date:** May 2021

**Symptom/Vehicle Issue:** Click Snap Noises Opening Or Closing Door

**Customer Complaint/Technician Observation:** Audible click or snap noise when opening and closing the door

**Discussion:**

- 1). Visually look for crack near clevis attach to body.
- 2). cycle door through various detents, an audible "click" sound will occur if door check is broken.

**Repair Procedure:** If the door check is found broken- replace. Refer to Service Library 23 - Body / Doors - Front / CHECK, Door / Removal and Installation.

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**