



## STAR ONLINE PUBLICATION



**Case Number:** S2119000001

**Release Date:** 01/18/2021

**Symptom/Vehicle Issue:** Click Pop Creak Noise While Turning Steering Wheel

**Discussion:** For JL/JT and DT built before and MOPAR service columns packaged before 10/15/2020; use a stethoscope to listen to the lower steering shaft while the steering wheel is being turned. Fig 1 shows the dust cover removed to show the energy absorbing slip joint of the steering shaft on the interior side near the front bulkhead. Listen to the joint with the engine running and off. If the noise is originating from this area replace the steering column. The energy absorbing joint is not designed to be serviced or repaired other than replacement as a column assembly.



Fig 1 Steering shaft at the front bulkhead (interior side)

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**