



STAR ONLINE PUBLICATION



Case Number: S2117000002

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Symptom/Vehicle Issue: Vehicle Leans To The Left

Customer Complaint/Technician Observation: Customer may visibly see the vehicle appears to sit lower on the left side compared to the right. The lean condition may show more at the pickup bed. Tech may confirm this when performing a curb height measurement.

Discussion: Inspect the suspension components condition and for proper installation. If no issues are found with spring installation and other components are in OK condition engineering is investigating customer complaints. At this time it is not recommended to perform any repairs or replace components unless a failure is found. A future service publication will announce a resolution for the leaning condition expected mid 3rd quarter 2021.

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