



STAR ONLINE PUBLICATION



Case Number: S2102000007

Release Date: Aug 2021

Symptom/Vehicle Issue: Customer Indicates The Vehicle Visually Has a Lean

Customer Complaint/Technician Observation: Vehicle has a lean when visually inspected.

Discussion: Replacing a set of springs on one side of the vehicle based on spring chart below.

- Record the current spring Part numbers that are on the left front and left rear of the vehicle, (Check VIP for sales codes)
- Order replacement springs based on the spring chart below, DO NOT REPLACE ALL 4 springs
- Follow Service Library Front SHOCK ABSORBER, Suspension Removal and Installation (TRX), and Rear SPRING(S) Removal and Installation (TRX) *
Reference the torque chart, several fasteners are single use and require replacement when removed
- Replace both left OR both right side springs based on chart below, After the replacement springs have been installed settle suspension.
- Relearn active suspension limits
- Complete vehicle alignment

Left Front Spring on vehicle	Replacement spring
68442792AC sales code ZDD	Install 68442793AC on Left front
68442793AC sales code ZDE	Install 68442794AC on Left front
68442794AC sales code ZDF	Install 68442793AC on Right Front

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



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Rear Spring on vehicle	Replacement spring
68442781AA sales code ZGV	Install 68442782AA on the Left rear
68442782AA sales code ZGW	Install 68442783AA on the Left rear
68442783AA sales code ZGX	Install 68442784AA on the Left rear
68442784AA sales code ZGY	Install 68442785AA on the Left rear
68442785AA sales code ZGZ	Install 68442786AA on the Left rear
68442786AA sales code ZHR	Install 68442787AA on the Left rear
68442787AA sales code ZHT	Install 68442788AA on the Left rear
68442788AA sales code ZHU	Install 68442789AA on the Left rear
68442789AA sales code ZHV	Install 68442788AA on the Right rear

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