



STAR ONLINE PUBLICATION



Case Number: S2123000063

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Symptom/Vehicle Issue: Noise Opening And Or Closing Front Door

Customer Complaint/Technician Observation: Customer may describe a noise they hear when opening or closing the front door(s) as a grunch, groan, pop, squeak, tick or a click.

Discussion: Use a mechanic stethoscope to isolate the noise. If the condition is coming from the front door check, remove the strap. Refer to Service Information: 23 - Body / Doors - Front / CHECK, Door / Removal and Installation. Inspect the strap for paint markings shown in fig 1.

Does the check strap make noise and have the paint markings shown in Fig 1? Yes- replace the front door check with 68375035AF or later. Refer to Star Parts catalog for most current part information.

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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Fig 1. Paint markings on door check strap

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