



STAR ONLINE PUBLICATION



Case Number: S2102000002

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Symptom/Vehicle Issue: Clunk Noise From Driver Side Front A Pillar Area

Customer Complaint/Technician Observation: Intermittent clunk from the driver suspension and or lower A pillar cab location. Noise may duplicate when making a left turn on uneven or dipped roads driving 15-25 mph.

Discussion: If the condition has been identified as described, engineering is currently investigating a resolution. No further repairs should be attempted at this time. Replacing mounts or other parts will not improve the noise. A future service publication will announce a resolution.

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