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Case Number: S2123000033

Release Date: May 2021

Symptom/Vehicle Issue: Underbody Ticking Noise That Increases With Vehicle Speed

Customer Complaint/Technician Observation: Underbody "ticking" noise that increases in speed with the vehicles speed. The vehicle must be a 4x4 and moving to 2WD or 4WD hear the ticking noise. If this matches the customer complaint and drive test findings, see the below information.

Discussion: The ticking noise maybe caused by the transmission manual park release cable (fig 1) rubbing on the prop shaft. The condition occurs when the barrel clip (PN: 68048877AA) is open and not retaining the shift cable to the transmission bracket or the barrel clip is shy.

NOTE>>> Always refer to Star Parts for most up to date part numbers, part level and availability. Part numbers in this document are current at publishing but may change in the future.

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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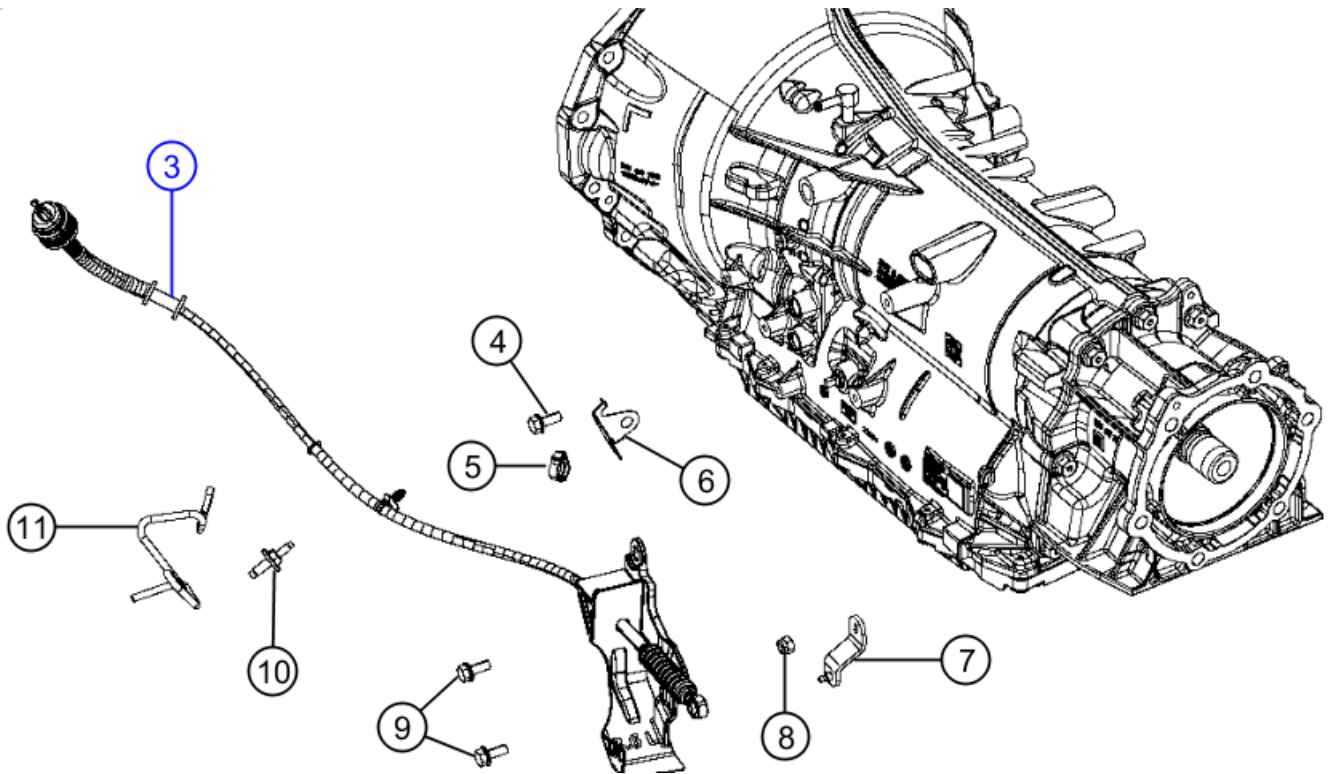


Fig 1
Item 3- gear shift cable MPR cable

- 1) Bring vehicle to Hoist
- 2) Locate the Manual Park Release (MPR) cable secured to the transmission lever on the left side of the transmission.
- 3) Follow the cable up towards the front of the vehicle and inspect if MPR cable is rubbing on the front prop shaft.
- 4) If Yes, Inspect the MPR cable for any damage.

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5) If damage is present (Fraying, cuts, kinks, etc.) MPR cable (PN: 68507309AA current) must be replaced.

6) If there are no signs of damage, replace the barrel clip (PN: 68048877AA) (fig 2)

7) Route the MPR cable through the barrel clip and ensure the clip is closed around the cable. If done correctly the MPR shift cable will be routed away from the prop shaft.

8) Lower Vehicle to ground.

9) Actuate the gear shift cable to ensure proper function.



Fig 2
Barrel clip 68048877AA

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