



STAR ONLINE PUBLICATION



Case Number: S2123000039

Release Date: May 2021

Symptom/Vehicle Issue: Click Pop Snap Noise From Door Area On Rough Roads Or Body Twist

Customer Complaint/Technician Observation:

Popping sound from side door latch area during aggressive stop and go maneuvers.

Discussion:

If the above condition is verified, apply Mopar lubricant PN 05019059AC as shown below. 05019059AC is equal to Uniflor 8132. See the image below.

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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Latch opening view with side door open



Step 1: open side door

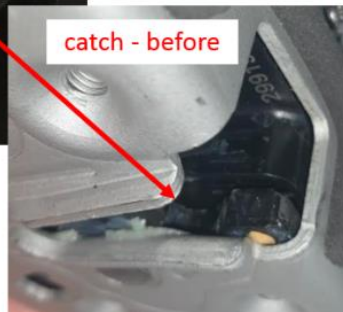
Step 2: apply approx. 0.2 grams of Uniflor 8132 grease on small brush (see images as reference)

Step 3: locate "U" shape profile of catch in latch opening (catch is the component that engages with the striker)

Step 4: place grease into "U" shape opening

Step 5: close door

Repeat steps for each front door



NOK - not enough grease



NOK - too much grease



OK - enough grease



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