



## STAR ONLINE PUBLICATION



**Case Number:** S1923000050 Rev A

**Release Date:** March 2022

**Symptom/Vehicle Issue:** Hood Shake Or Flutter While Driving

**Discussion:** Hood movement while driving at freeway speeds can be improved with adjustment of the bumpers. Follow the below steps if a customer complaint of excessive hood movement/shake is validated at freeway speeds.

1. Open hood and place a strip or ribbon of paper on each hood bumper such that you can pull the paper with the hood closed. See Fig 1



Figure 1.

2. Fully close the hood with the paper exposed. Gently try to pull the papers out one at a time. See Fig 2

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**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**



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- If the paper cannot be pulled out, the bumper is properly applying tension to the hood. Confirm both bumpers.
- If the paper can be pulled adjust by turning the bumper counter clockwise to raise that bumper's height (Fig 3). Then Repeat steps 1 and 2 until the paper cannot be pulled.



Figure 2.

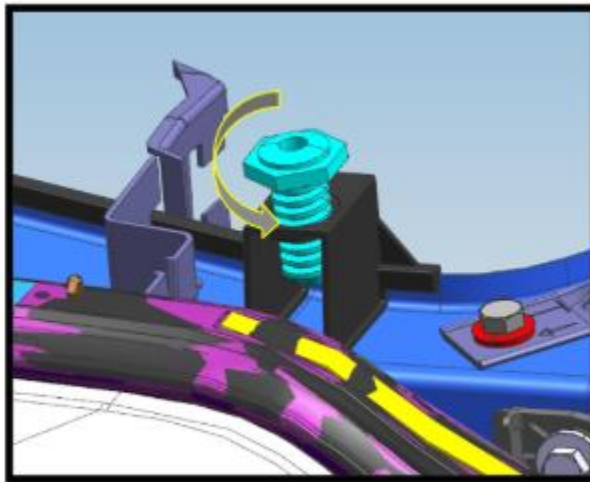


Figure 3.

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