



STAR ONLINE PUBLICATION



Case Number: S2121000015 REV. A

Release Date: January 2022

Symptom/Vehicle Issue: Driveline Clunk When Stopping Or Upon Take Off Launch Immediately After A Stop

Customer Complaint/Technician Observation: A small number of customers may experience a perceived driveline “clunk” noise. The clunk can be described and identifiable as follows:

"Customer reports a clunk while coming to stop, the transmission is in a coast down shift to stop, or when just starting to tip into throttle to launch after a momentary stop."

The perceived clunk can be mistaken for Transmission downshift anomaly also; this can be verified by manual shift control (paddle control during coast down to 2nd gear to verify not transmission related).

Discussion: If the concern described above has been identified, it is a condition that is currently being investigated by engineering for corrective service actions. There are no recommended service repairs at this time, the field will be notified when updates become available.

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