



STAR ONLINE PUBLICATION



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Symptom/Vehicle Issue: Noise From A-Pillar Floor Area On Turns Or Body Movement

Customer Complaint/Technician Observation: Customer may state a pop, creak, snap noise occurs under conditions that induce body twist. Noise may happen on a driveway entrance, over a rough surface or quick steering wheel movements.

Discussion: Verify the customers concern by inducing body roll and twist in a safe driving area. If the noise is from the A Pillar floor area, replace the A pillar body mounts with 68505697AA or newer level.

<<<NOTE>>> Body mount bolts have thread locker applied. See updated service information 23 - Body / Exterior / ISOLATOR, Body / Removal and Installation for removal steps. DO NOT USE IMPACT or POWER TOOLS

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