



## STAR ONLINE PUBLICATION



**Case Number:** S2323000006

**Release Date:** January 2023

**Symptom/Vehicle Issue:** Hood Flutters While Driving

**Customer Complaint/Technician Observation:** Hood moves, shakes or flutters while driving at highway speeds. Hood is fully and correctly latched.

**Discussion:** Cause of hood fluttering is usually due to improper hood bumper adjustment. The below procedure will ensure proper adjustment of the bumpers.

1. Open hood.
2. Place a sheet of paper over top of each bumper (ensuring that the paper hangs out from the hood perimeter).
3. Close the hood on the papers.
4. Pull on each piece of paper. If the paper pulls out freely, the hood bumper is not in contact with the hood and needs to be raised. Repeat steps 1 through 4 until the paper has drag when pulled with hood closed.
5. Test drive to confirm the condition is resolved.

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, eCONTACT or Service Library entry if no solution is found.**