



STAR ONLINE PUBLICATION



Case Number: S2302000005

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Symptom/Vehicle Issue: Clicking Noise From Front Suspension Over Bumps Or Rough Roads.

Customer Complaint/Technician Observation: Customer may complain of a buzz squeak rattle (BSR) click or clunk driving straight or in turns over rough road surfaces.

Discussion: Front coil spring overhanging the isolator could allow contact between the isolator and the shock body. The contact can create a BSR noise the owner may hear while driving. The lower spring coil should be centered on the insulator. See the below information for visual inspection tips.

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.



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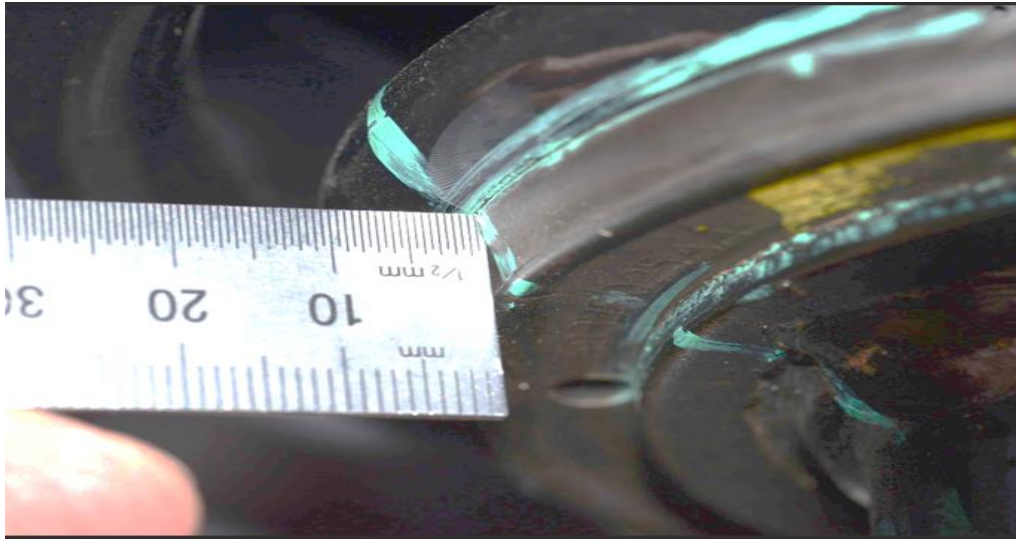


Fig 1. Spring Overhang

If the spring is excessively biased on the shock (coil overhang Fig 1) the spring will require to be recentered. Remove the shock assembly. Refer to Service Library Service Information 02 - Front Suspension / Front / SPRING, Front / Removal and Installation. Position the insulator and coil onto the shock assembly so the bottom coil is centered and not overhanging the shock body. Then, reassemble the shock to the vehicle. Test drive to confirm the condition is no longer present.

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