



## STAR ONLINE PUBLICATION



**Case Number:** S2523000008

**Release Date:** February 2025

**Symptom/Vehicle Issue:** Customer Indicates The Hood Is Hard To Close

**Customer Complaint/Technician Observation:** When closing the hood hard or slamming the hood from a fully or semi open position it will not close properly.

**Discussion:** Prior to making any diagnosis/replacement of the latch the dealer or customer should follow the instruction in the Owner Manual to close the hood. (Shown Below) This closing process prevents damage from happening to the hood or latch.

### CLOSING THE HOOD

Some models may not be equipped with a headliner. In all models, be careful when lowering the hood as to not cause damage. Close the hood by following these steps:



#### Hand Placement Zone

1. In one continuous motion, gently lower the hood until it is resting on the latch mechanism.
2. Place two hands on center of hood, above the latch mechanism. Press down firmly until hood is latched.
3. Confirm hood is latched in place.

#### CAUTION!

- Do not drop or forcefully close hood. Doing so can cause damage to the hood.
- Only use force on the areas highlighted in the image above. Pressing down on areas outside of this area can cause damage.

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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If hood is still difficult to latch it may require a slight adjustment.

- Mark the existing location of the latch with a marker or equivalent.
- Loosen the hood latch and move up 0.5-1.0mm and snug fasteners.
- Then recheck closing the hood per the owner manual procedure to close the hood.
- If hood closes properly then retorque fasteners to specs.

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