



STAR ONLINE PUBLICATION

Case Number: S1823000048

Release Date: 03/04/2020

Symptom/Vehicle Issue: Creaking Noise From Front Of Vehicle With Body Flex

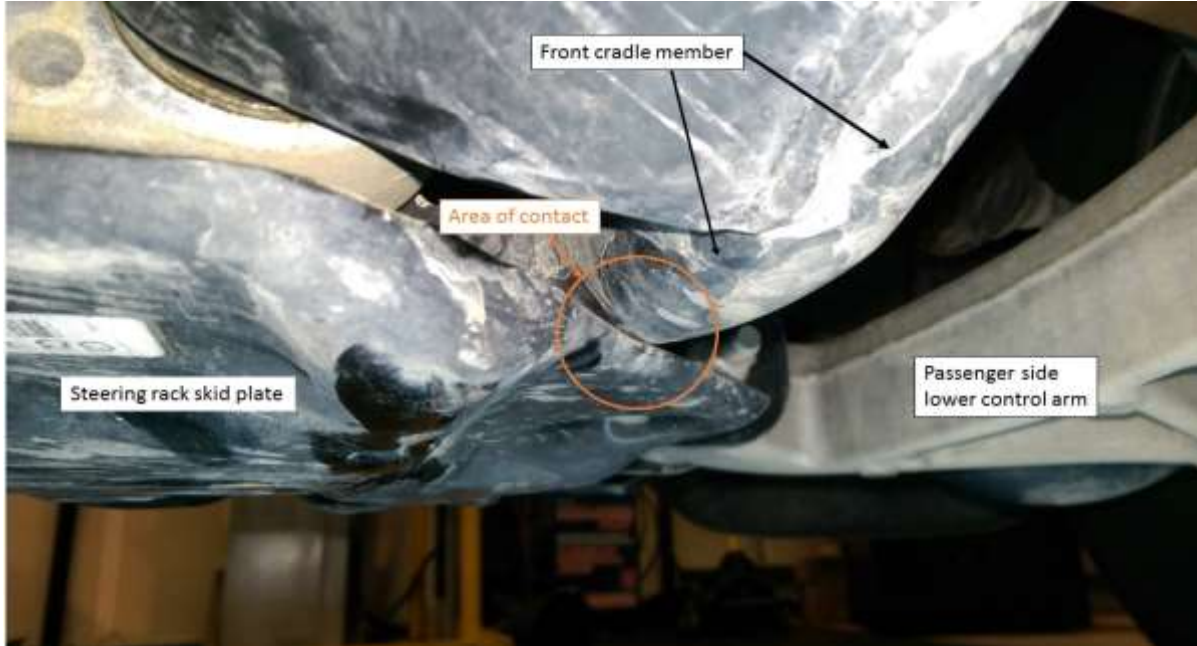
Discussion:

Inspect all under body skid plates and protection covers for contact to chassis items. Look for wear contact marks or rubbing signs (polished surfaces). Besides visual inspection, a second method of isolating potential noises is to insert a piece of paper between the skid plate and chassis item. Then duplicate the driving condition. If the noise improves with paper inserted, place Mylar tape such as MoPar 68279699aa or equivalent between the skid plate and the front cradle (orange circle). If Mylar is not an option, create clearance with tools as required. Then 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 or eCONTACT ticket if no solution is found

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