



## STAR ONLINE PUBLICATION



**Case Number:** S2123000015

**Release Date:** 03/12/2021

**Symptom/Vehicle Issue:** Creak Tick Pop Noise From Door Or Doors

**Customer Complaint/Technician Observation:** Door makes noise from the area of near the pillar when opening and or closing.



Fig 1

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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**Discussion:** Verify the following diagnostic checks:

1. Assure both Body and Door Check Strap attachment fasteners are torqued properly. Review Service Information for torque specifications.
2. Clean & lubricate Check Strap
3. Review vehicle build date. If vehicle is built before 10/25/2018 apply air dry sealer Kent Products P10200 or equivalent to outboard side of weatherstrip retainer channel as shown in Fig 2

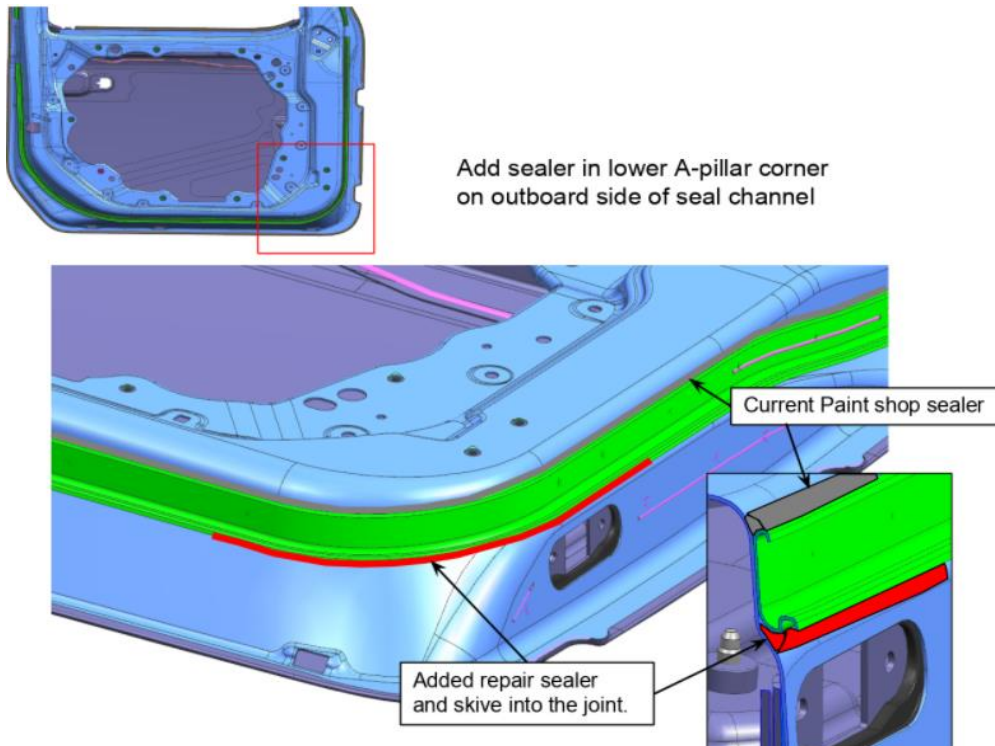


Fig 2  
Adding clear seam sealer.

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4. Apply spray lubricant such as spray white lithium to door inner layers of metal panels as shown in Fig 3.

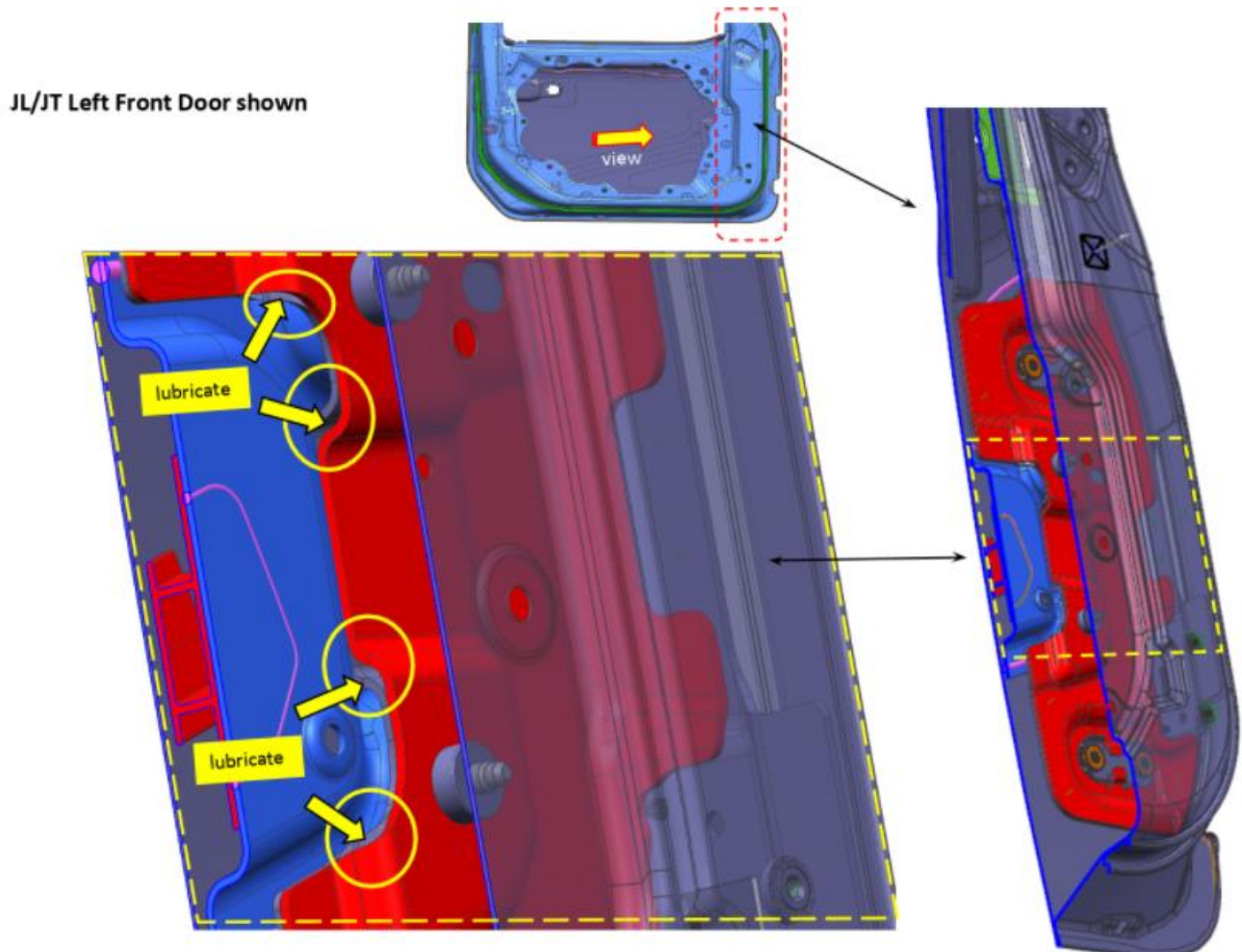


Fig 3  
Lubricant placement

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