

# ISUZU

# Technical Service

## BULLETIN

### IMPORTANT SERVICE INFORMATION FOR:

- ✓ SERVICE MANAGER
- ✓ SERVICE ADVISOR
- ✓ TECHNICIAN
- ✓ PARTS DEPARTMENT
- ✓ WARRANTY PERSONNEL



SB02-11-S001

**BULLETIN NUMBER:**  
SB02-11-S001

**ISSUE DATE:**  
MARCH 2002

**GROUP:**  
BODY

### RODEO/RODEO SPORT (UE/UA) DOOR CHECK ARM POPPING SOUND



**SUV**

#### AFFECTED VEHICLES

2000–2002 Rodeo (UE) and Amigo/Rodeo Sport (UA) models built prior to VIN breakpoint: # 24321514

#### SERVICE INFORMATION

##### **Condition:**

Some owners may comment on a loud door check arm popping sound when opening or closing the front driver or front passenger doors.

**NOTE:** Do not attempt to repair if customer complaint is a clicking sound. A clicking sound when opening and closing the door is considered normal, also if the vehicle has a new check arm assembly currently installed and customer complains of popping sound do not install a new check arm assembly. You will need to replace the door pin, follow steps 3-4 and 7.

##### **Possible Cause:**

Door check arm bushing may be damaged or worn-out.

##### **Correction:**

Replace the door Check Arm or Bushing.

#### SERVICE PROCEDURE

1. Park and secure the vehicle.
2. Open the driver's door and raise the window to the "UP" (closed) position.
3. Use a plastic hammer to remove the door check arm pin. Pin will be reused for assembly (Figure 1).

**NOTE:** Gently tap the pin upward (be careful not to loose the pin, as it will be reused).

Gently tap the door check arm pin upward using a plastic hammer.

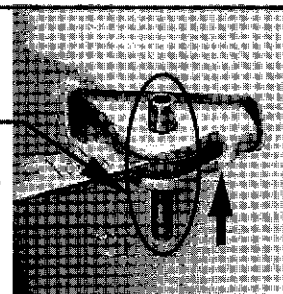


Figure 1

4. Pull the door check arm out of the check arm bracket.

057019

This Service Bulletin is intended for use by professional, qualified technicians. Attempting repairs or service without the appropriate training, tools, and equipment could cause injury to you or others and damage to your vehicle that may cause it not to operate properly.



5. Identify current bushing and refer to matrix to determine appropriate repair procedure (white plastic bushing, gold colored metal bushing, or check arm with no bushing) (Figure 2).

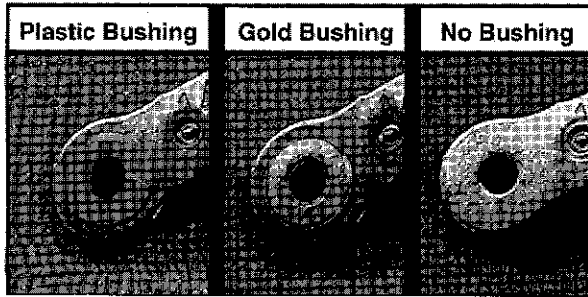


Figure 2

**NOTE:** Review the matrix below to determine appropriate procedure.

VIN Breakpoint	Existing Bushing	Replacement Part	Repair Steps
14317109	White Plastic Bushing	Black Metal Bushing (Part # 8-97324-784-0)	1 - 7
14317109	Gold Metal Bushing	Black Metal Bushing (Part # 8-97324-784-0)	1 - 7
24321514	Check Arm, No Bushing	New Check Arm Assembly (Part # 8-97325-331-0)	1 - 5, 8 - 14

6. Before installing the new bushing, apply molybdenum grease, or equivalent liberally to the door check arm, top and bottom of bushing, and bushing pinhole (figure 3).

**IMPORTANT:** Grease application is critical for proper operation.

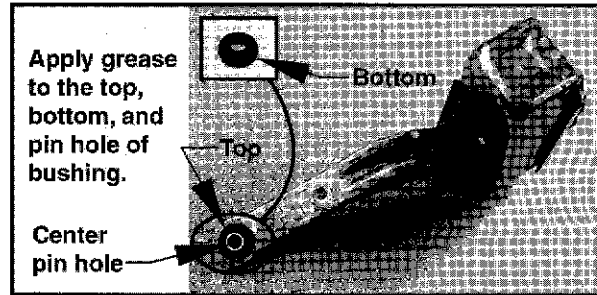


Figure 3

7. Carefully, tap and install the pin with the slot facing towards the door assembly (Figure 4). **IMPORTANT:** To avoid future door popping sound, make certain to face the pin slot towards the door when re-installing.

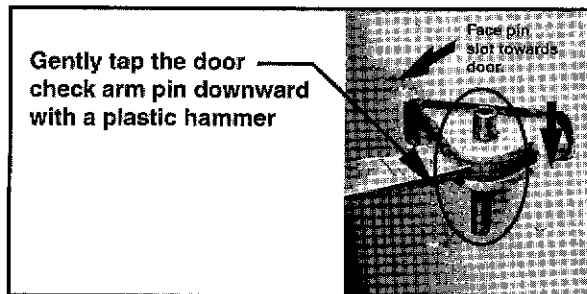


Figure 4

**NOTE:** Check pin for fit, if pin does not fit tightly into place it will need to be replaced, otherwise the door popping sound will continue.

#### □ Replacing the Door Check Arm Assembly (P/N 8-97325-331-0)

8. Raise the window to the “UP” (closed) position, and remove the front door speaker grill by gently popping it out from the lower front corner (Figure 5).

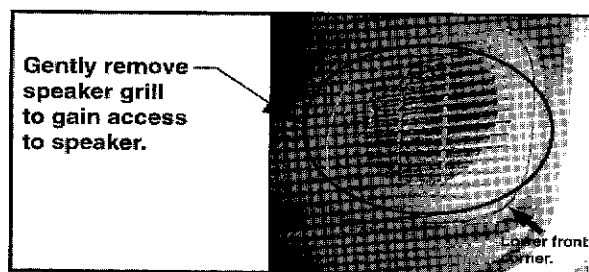


Figure 5

9. Remove the four speaker retaining screws and speaker, carefully disconnect rear speaker connectors. Set speaker aside to be reused (Figure 6).

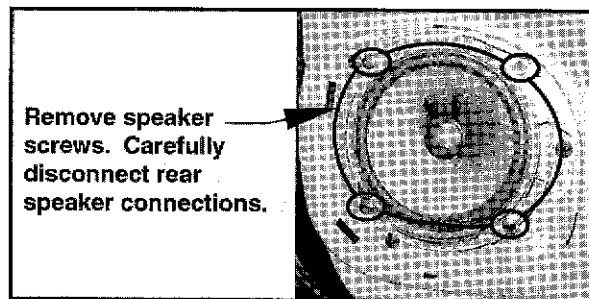


Figure 6

10. Remove the two check arm 10mm retaining nuts (Figure 7). Refer to steps 3 and 4 to remove check arm from bracket (Figure 7)

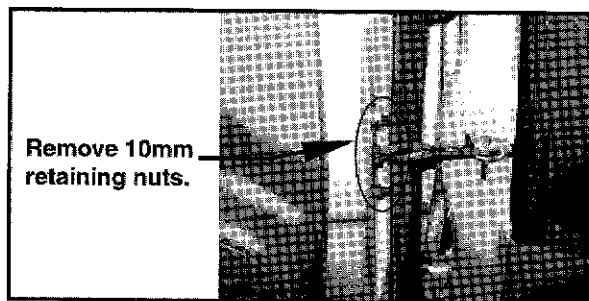


Figure 7

11. Reach inside the door panel and support the back of the Check Arm assembly. Carefully remove the Check Arm assembly through the opening in the door (Figure 8).

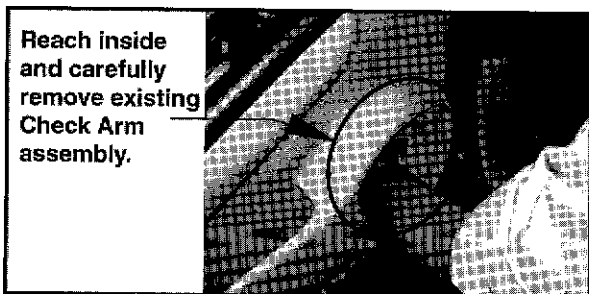


Figure 8

12. Install the new check arm assembly into place through the speaker opening. Reinstall the two Check Arm retaining nuts and tighten (torque: 5.1 lbs. ft. (6.9 NM) +/- 1.4 lbs. ft. (1.9 NM) (Figure 9).

13. For check arm installation procedure, refer to steps 6 – 7.

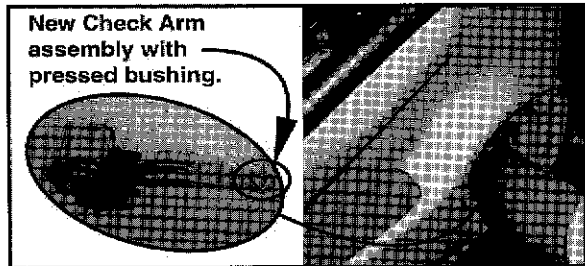


Figure 9

**NOTE:** Check pin for fit, if pin is damaged or does not fit tightly into place it will need to be replaced, otherwise the door popping sound will continue.

**IMPORTANT:** Grease application is critical for proper operation on pressed bushing.

14. Perform the service procedure on the remaining front door.

### PARTS INFORMATION

Part Number	Description	Quantity Required
8-97324-784-0	Door Check Arm, Bushing (Black)	2
8-97325-331-0	Door Check Arm, Front	2
8-94111-468-0	Door Check Arm, Pin	2

### WARRANTY CLAIM INFORMATION

Use the following labor operations:

Operation	Operation Number	Task	Time	Additional Instructions
Front Door Check Arm Bushing	113300	Replace	0.2	Both
Front Door Check Arm Assembly	112902	Replace	0.2	One Door
		PLUS	0.1	Both

Labor Time *includes* administrative time allowance.

## WARRANTY CLAIM SUBMISSION INFORMATION

For your convenience, please use the following information when submitting your warranty claim:

<b>LABOR OPERATION:</b>	<b>113300: Bushing, 112902: Check Arm Assembly</b>
<b>LABOR TIME ALLOWED:</b>	0.2 Hours: Replace both Front Door Check Arm Bushings
	0.2 Hours: Replace Front Door Check Arm Assembly Plus: 0.1 for both
<b>TROUBLE CODE:</b>	71
<b>SUBLET CODE:</b>	
<b>SUBLET ALLOWANCE:</b>	
<b>FAILED PART NUMBERS:</b>	<b>8-97325-331-0</b>
	<b>8-97324-784-0</b>

NATIONAL SERVICE DEPARTMENT

SB02-11-S001