STAR ONLINE PUBLICATION

Case Number: S2323000023

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Symptom/Vehicle Issue: Door Trim Buzz Or Rattle Noise With Audio

Customer Complaint/Technician Observation: The customer may describe a buzzing heard when playing music at higher volume with bass, speaker rattles and/or crackles. Can occur on any door location.

Discussion:

1. Duplicate the condition and isolate the door with the buzz concern. Remove the door panel for the related door. Refer Service Library 23 - Body/Doors - Rear / Panel, Rear Door Trim / Removal and Installation or 23 - Body / Doors - Front / Panel, Door Trim / Removal.
2. Inspect the door panel retaining clips. Replace any damaged or missing clips. All clips should be white. If there are green clips replace them with 06509673AA white retaining clips. See Fig. 1.



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, eCONTACT or Service Library entry if no solution is found.

3. Using foam tape such as truck topper tape or felt tape, cut pieces to fit on the door panel in the locations shown in Fig. 2. Foam should be thick enough to provide cushion but not push the panel and cause a gap between the panel and door.

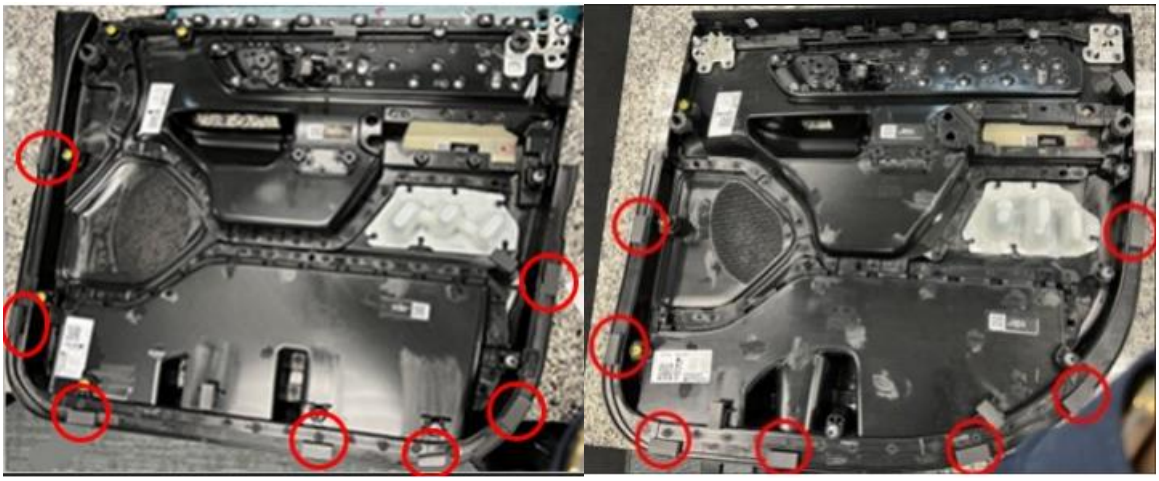


Fig. 2
Front Door Left Image. Rear Door Right Image.

4. Reinstall the door trim panel(s). Refer to Service Library 23 - Body/Doors - Rear / Panel, Rear Door Trim / Removal and Installation or 23 - Body / Doors - Front / Panel, Door Trim / Installation.

5. Test drive to verify the condition is resolved.

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