

April 27, 2019

Version 1

## Chatter or Rattle Near the Door Tweeter

### AFFECTED VEHICLES

Year	Model	Trim	VIN Range
2017	NSX	ALL	ALL

### SYMPTOM

There is a chatter or rattle from either the driver's or the passenger's window area near the door tweeter.

### POSSIBLE CAUSES

The door window(s) is vibrating against the window run channel.

### CORRECTIVE ACTION

Inspect for the noise. If needed, install a new door outer seal.

### REQUIRED MATERIALS

Part Name	Part Number	Quantity
Shin-Etsu Silicone Grease (One tube repairs about 30 vehicles.)	08798-9013	1
Wool Felt (One roll repairs about 20 vehicles.)	06993-SA5-000	1

### PARTS INFORMATION

Part Name	Part Number	Quantity
Right Door Outer Seal	72310-T6N-A02	1
Left Door Outer Seal	72350-T6N-A02	1

**CLIENT INFORMATION:** The information in this bulletin is intended for use only by skilled technicians who have the proper tools, equipment, and training to correctly and safely maintain your vehicle. These procedures should not be attempted by "do-it-yourselfers," and you should not assume this bulletin applies to your vehicle, or that your vehicle has the condition described. To determine whether this information applies, contact an authorized Acura automobile dealer.

## WARRANTY CLAIM INFORMATION

The normal warranty applies.

Operation Number	Description	Flat Rate Time	Defect Code	Symptom Code	Template ID	Failed Part Number
836100	Inspect for the noise (includes test-drive). Replace right door window seal. Apply Shin-Etsu silicon grease. Replace felt to the interior edges of the door grip cover as needed.	0.9 hr	06201	04201	B19010A	72310-T6N-A01
835100	Inspect for the noise (includes test-drive). Replace left door window seal. Apply Shin-Etsu silicon grease. Replace felt to the interior edges of the door grip cover as needed.	0.9 hr	06201	04201	B19010B	72350-T6N-A01

Skill Level: Repair Technician

## INSPECTION

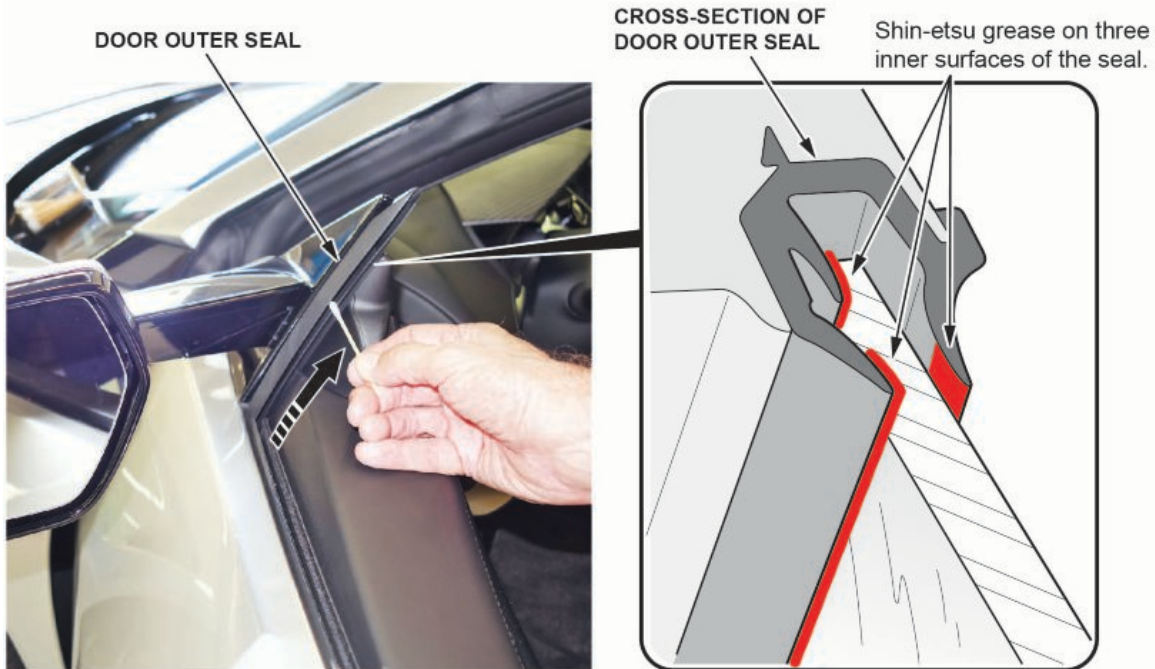
1. Test-drive the vehicle over rough roads to determine the location(s) of the chatter or rattle.

*Is the chatter or rattle heard from either the driver's or passenger's window near the tweeter, close to the base of the A-pillar?*

Yes - Go to step 2.

No - This bulletin does not apply. Continue with normal system troubleshooting.

2. Apply a thin, even layer of Shin-Etsu silicon grease inside the affected door outer seal (window run channel) as shown, and test-drive the vehicle.



*Did the noise lessen or go away?*

Yes - Go to REPAIR PROCEDURE.

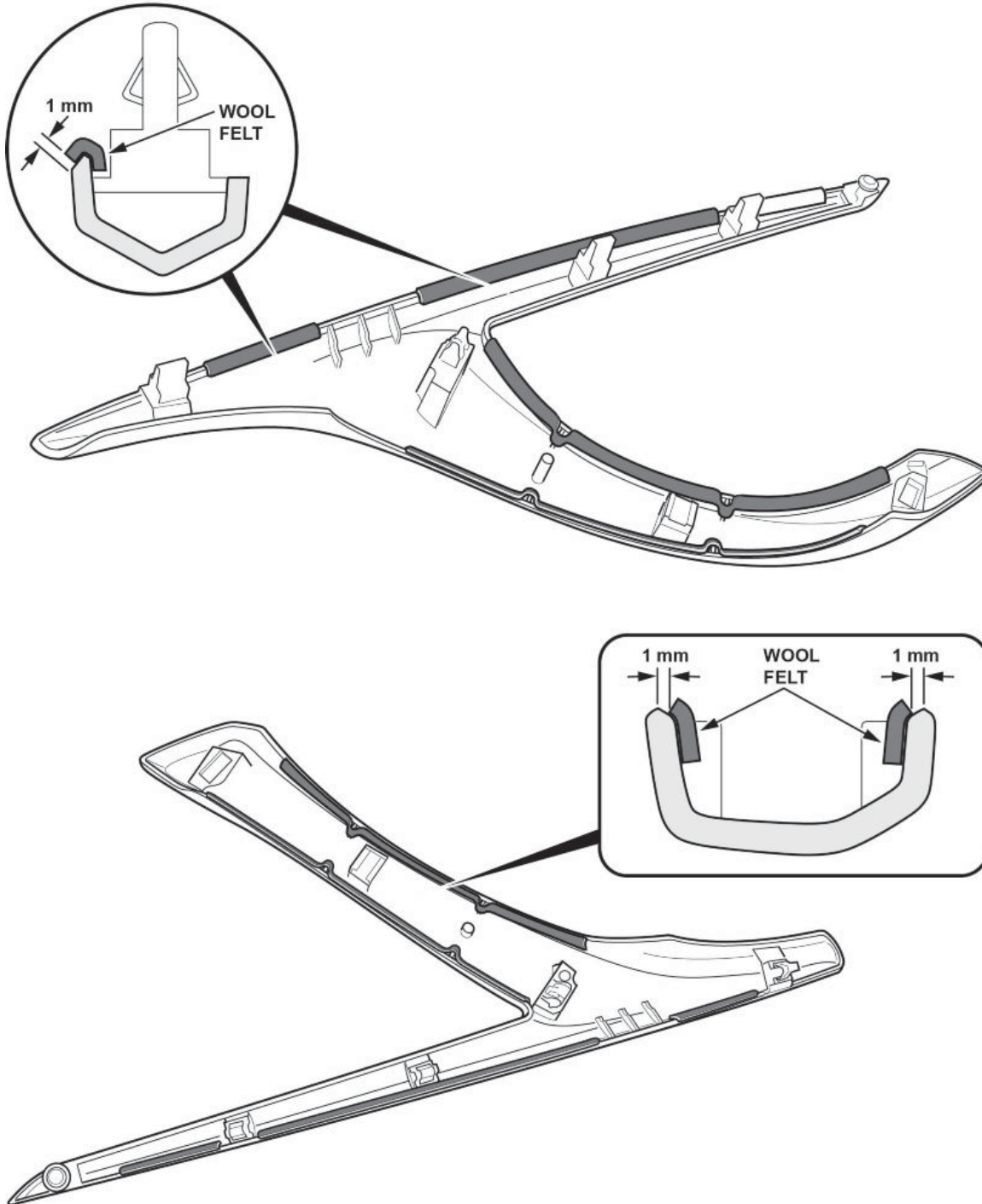
No - This bulletin does not apply. Continue with normal system troubleshooting.

**NOTE**

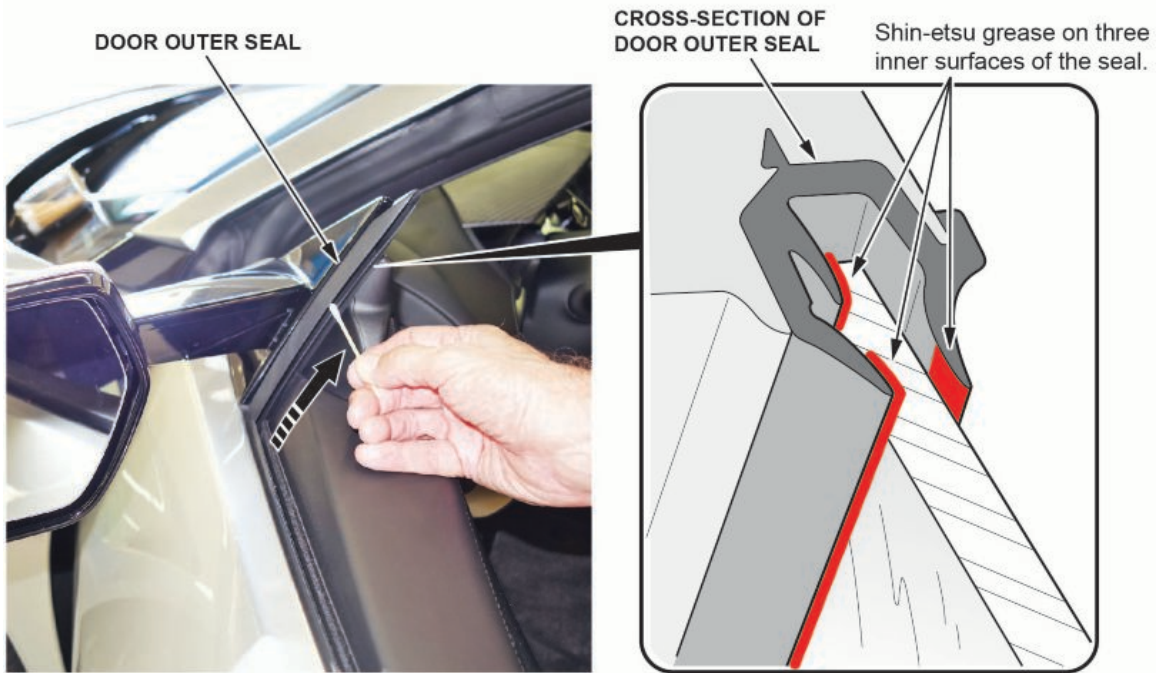
Wipe off excess grease.

## REPAIR PROCEDURE

1. Remove the affected door panel. Refer to the service information.
2. Replace the door outer seal with a new part. Refer to the service information.
3. Install the door panel. Before installing the door grip cover, check that the wool felt on the back of the cover is attached evenly and has not been damaged during removal. The felt should be positioned **1 mm** as shown. If it is not applied evenly, or it is damaged or missing, noise could result. Remove any uneven, damaged or missing felt, and apply new felt as needed.



4. Install the remaining removed parts.
5. Apply a thin, even layer of Shin-Etsu silicone grease to the inner edges of the seal as shown, then raise and lower the window glass several times. Wipe off any excess grease you see with the window raised.



6. Make sure the noise is gone.

END