

## STAR ONLINE PUBLICATION

**Case Number:** S2008000057

**Release Date:** 04/22/2020

**Symptom/Vehicle Issue:** Speakers Have Static, Hum, Buzz Or Cutting In And Out Conditions

**Customer complaint/ technician observation:** Owner complains of an intermittent speaker noise condition as described above in one or more speakers during a drive cycle. Technician may or may not be able to duplicate the concern under all driving conditions.

**Repair Procedure:** Inspect the rear door (s) harness routing as shown for loose and potential pinched harness conditions; repair any suspect harness damage per the harness repair service procedures in Service Library. Secure the harness clip with two added tape wraps 207mm from the D2689A connector as shown to ensure proper routing. Re-secure the harness retaining clip to the door at this location shown Fig 1, 2 and test the operation to complete.



**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**

## STAR ONLINE PUBLICATION

---

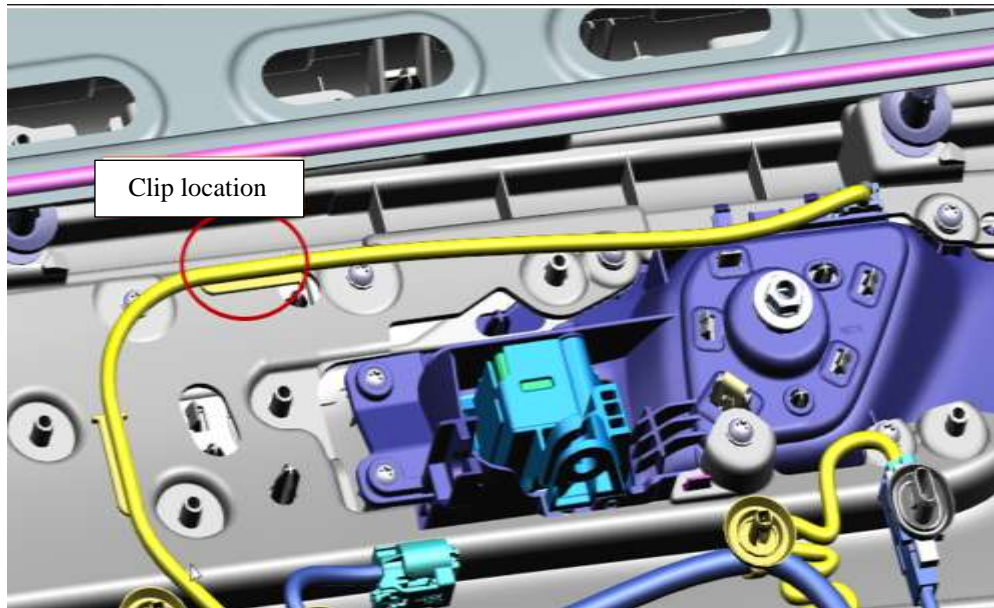


Fig 2

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**