



STAR ONLINE PUBLICATION



Case Number: S2123000003

Release Date: 1/18/2021

Symptom/Vehicle Issue: Buzz Squeak Rattle From Floor Dash And Interior Items

Customer Complaint/Technician Observation:

Customer may describe buzz squeak or rattle (BSR) from dash, shifter, or park brake area, location unknown. BSR may be heard at different times or intermittently, most commonly during heavy acceleration or on rough roads.

Discussion:

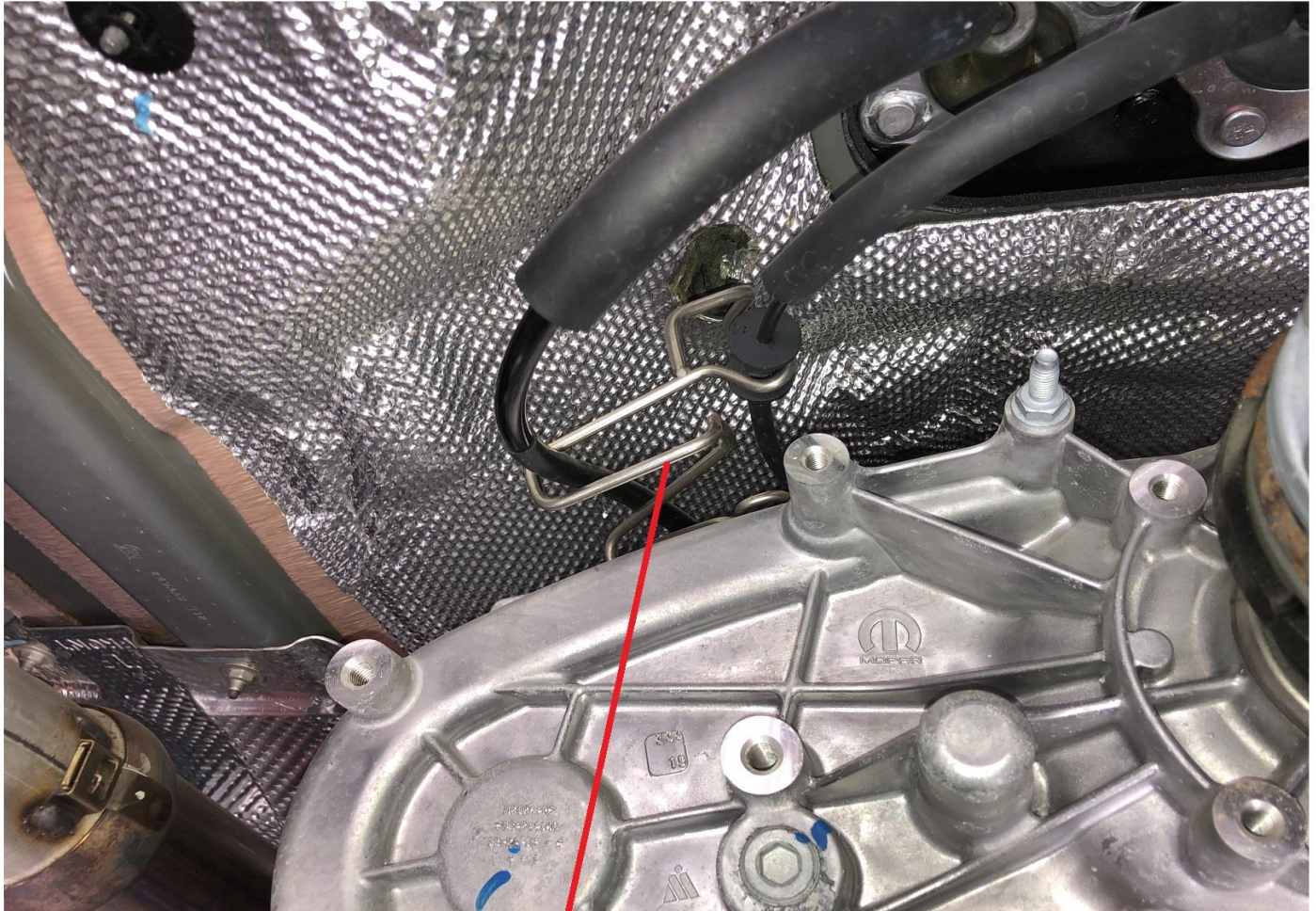
Inspect Transfer Case cable routing clip for proper positioning, ensure clip does not have hard contact against underbody heatshield. Long-term interference in this area can cause clip to wear through heatshield resulting in metal-on-metal BSR condition. See the images below.

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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T-CASE CABLE ROUTING CLIP

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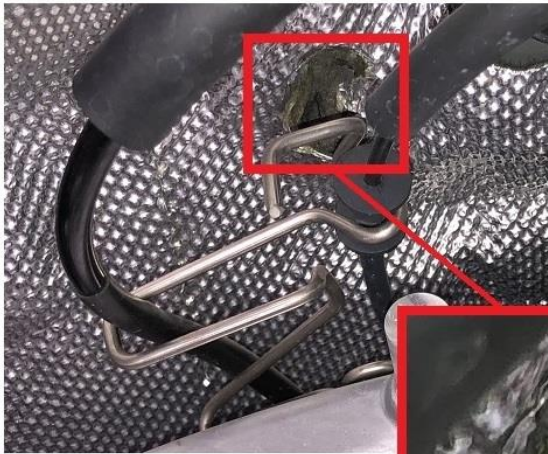
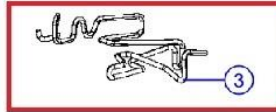
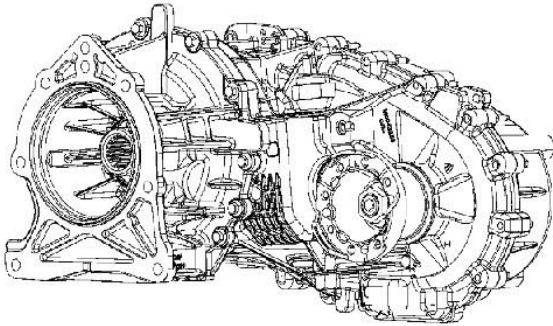
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020 - Transfer Case and Power Transfer Unit 1110.07 - Transfer Case Control Cable, [DHW], Transfer Case, [DFT], [DFV]



**INTERFERENCE & WEAR THROUGH HEAT SHIELD
RESULTING IN BSR COMPLAINT**



CABLE ROUTING CLIP 68299551AD



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