



## STAR ONLINE PUBLICATION



**Case Number:** S2123000032

**Release Date:** May 2021

**Symptom/Vehicle Issue:** Rattle Buzz Noise From Door Area

### **Customer Complaint/Technician Observation:**

BSR (buzz squeak rattle) noise heard from door area while driving over rough road, opening or shutting the door.

### **Discussion:**

Remove the door panel for the door exhibiting the noise. To remove the door panels, refer to service information Group 23- Body and select the proper category for front or rear door. With the door panel removed, inspect the door cavity remove any loose material inside such as extra screws, clips, fasteners. Inspect the door items and repair any damaged items and or missing fasteners.

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**