



STAR ONLINE PUBLICATION



Case Number: S2223000037

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Symptom/Vehicle Issue: Buzz Noise From Passenger Front Seat With Massage Function On

Customer Complaint/Technician Observation: Loud vibration or buzz noise with seat massage selected. Additionally, it may be noticed the seat back panel is not fully flush with the shape of the seat.

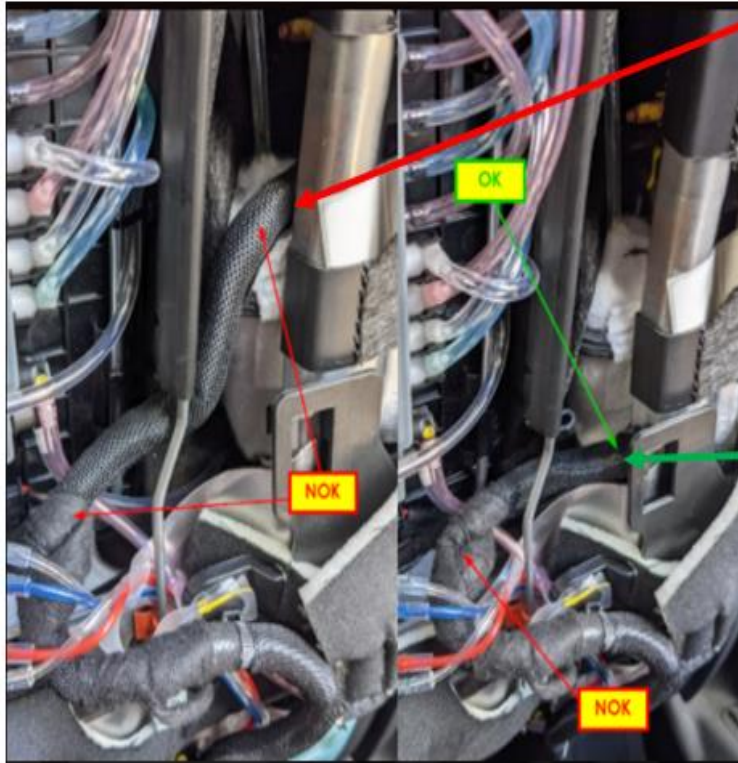
Discussion: Remove the seat back trim panel to inspect the seat electrical harness routing. Refer to Service Library 23 - Body / Seats, Front / COVER, Seat Back, Front / Removal and Installation FRONT ROW SEAT BACK COVER. If the harness is improperly routed, normal noises from the compressor can become grounded to the seat and amplified. In addition, the harness could interfere with the seat rear cover not allowing it to fully install. See the images below for harness routing.

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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Harness is routed incorrectly on top of compressor

Harness is routed correctly behind compressor

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