



## STAR ONLINE PUBLICATION



**Case Number:** S2323000014

**Release Date:** February 2023

**Symptom/Vehicle Issue:** Rattle Buzz Noise From Left Front Dash Area.

**Customer Complaint/Technician Observation:** Owner may state the instrument panel or dash has a rattle or buzz with high audio volume or high bass music.

**Discussion:** Remove the left front instrument panel end dash speaker. Refer to 08 - Electrical / 8A - Audio/Video/Entertainment/Connectivity / SPEAKER / Removal and Installation Instrument Panel End Speaker. With the speaker removed place MOPAR foam on the HVAC duct under the speaker. MOPAR currently offers 2 buzz squeak rattle (BSR) foams; 05019056AA and 0519058AA. These are adhesive backed foams. Place the adhesive side onto the HVAC ducting under the speaker location. Then install the speaker. Attempt to duplicate the BSR to determine if the condition has been resolved.

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, eCONTACT or Service Library entry if no solution is found.**