



## STAR ONLINE PUBLICATION



**Case Number:** S2323000036

**Release Date:** May 2023

**Symptom/Vehicle Issue:** Rattle Noise From Instrument Panel To Door Area.

**Customer Complaint/Technician Observation:** On rough roads there is a rattle or buzz noise from the dashboard or instrument panel near the door.

**Discussion:** Inspect the dash end caps for fitment. If the cap is not flush it could vibrate causing a buzz, squeak, rattle (BSR). See Figures 1 and 2.



**Fig 1 Noise Location.**  
Drivers Side Shown Passenger Side Similar.

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.**



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Fig 2. Dash End Cap.

If the noise is confirmed from this location, remove and install the cap again to ensure the retention clips are fully engaged. If the noise persists, remove the end cap again. Peel off the foam block pictured in Fig 3 circled in yellow. Assemble the vehicle again and test drive to confirm noise is resolved.



Fig 3  
Foam Block To Be Removed.

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