



## STAR ONLINE PUBLICATION



**Case Number:** S2323000040

**Release Date:** May 2023

**Symptom/Vehicle Issue:** Buzz, Squeak, Rattle (BSR) From Roof While Driving On Rough Or Bumpy Roads.

**Discussion:** With an assistant driving, verify the BSR is coming from the headliner and the area. Once the noise location is confirmed follow the below procedure to inspect the roof bows and repair.

<<<**NOTE**>>> Review the below fully before beginning. The adhesive has a 5 minute working time. It may be necessary to perform practice application beads to test urethane application speed and volume.

1. Lower the headliner. Refer to Service Library service information 23 - Body / Interior / HEADLINER / Removal and Installation. Inspect the roof bow anti flutter foam for adhesion to the roof skin. Also inspect for any gaps or missing material. If adhesion issues or gaps are found proceed to step 2. If no separation is found continue diagnosis.
2. In the areas identified that lack bonding or have gaps, use a scraper to remove the foam. Use a plastic scraper to avoid scratching the paint coatings.
3. Use wedges or blocks to gently separate the roof bow from the roof panel to allow injecting adhesive into between the roof and bow. A large gap is not needed. Just enough to ensure the adhesive will bond both surfaces. Using Lord Fusor 148 urethane adhesive or equivalent, inject the material into the joint.

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.**



## STAR ONLINE PUBLICATION



4. Once applied, remove the spacers quickly and follow the materials instructions for curing.
5. Assemble the interior. Test drive to confirm BSR condition is 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.**