



STAR ONLINE PUBLICATION



Case Number: S2319000004

Release Date: June 2023

Symptom/Vehicle Issue: Buzz, Squeak Or Rattle (BSR) From Steering Wheel Area While Turning.

Discussion: A possible cause of a noise while turning the steering wheel is the driver airbag sequence label or steering wheel wire harness label. If either label is out of position or has a loss of adhesion they could rub causing a noise. To verify if one of the labels is a cause review the following.

1. Verify the customers complaint with a test drive. If condition is verified, proceed to Step 2.
2. Remove the driver airbag. Refer to Service Library 10 - Restraints / AIR BAG / Removal and Installation, driver air bag (DAB).
3. Inspect driver airbag and steering wheel for possible BSR causes.
 - a. Sequence label on driver airbag is peeling off (Fig 1). If peeling, remove the sequence label.
 - b. Steering Wheel Wire Harness Label and Clip Position. White clip should be fully seated and no label underneath clip (Fig 2.). Remove the harness label. Position and push the harness into the white clip to ensure its fully seated.

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



Fig 1.
Driver Air Bag Labels.



Fig 2.
Steering Wheel Harness Label and White Clip.

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. Install the driver air bag. Refer to Service Library 10 - Restraints / AIR BAG / Removal and Installation, driver air bag (DAB).
5. Test drive to confirm noise is now 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.