



STAR ONLINE PUBLICATION



Case Number: S2323000051

Release Date: July 2023

Symptom/Vehicle Issue: Buzz Squeak Rattle (BSR) From Passenger Side Of Dash.

Customer Complaint/Technician Observation: BSR from the passenger dash area on rough roads or over bumps.

Discussion: Test drive the vehicle over rough roads and verify the concern.

1. Does the vehicle exhibit the BSR and is it from the area of the passenger air bag?

<<<Yes>>> The noise is from the passenger air bag area. Disassemble and inspect the passenger air bag to cross car beam screws (Fig 1). Look for cross threaded fasteners. Refer to Service Library 10 - Restraints / AIR BAG / Removal and Installation. Then continue to step 2.

<<<No>>> The noise is not from the passenger air bag area. Continue diagnostics. This document does not apply.

2. Replace any damaged fasteners. Refer to StarParts for current parts information. Follow Service Library for assembly of the vehicle.

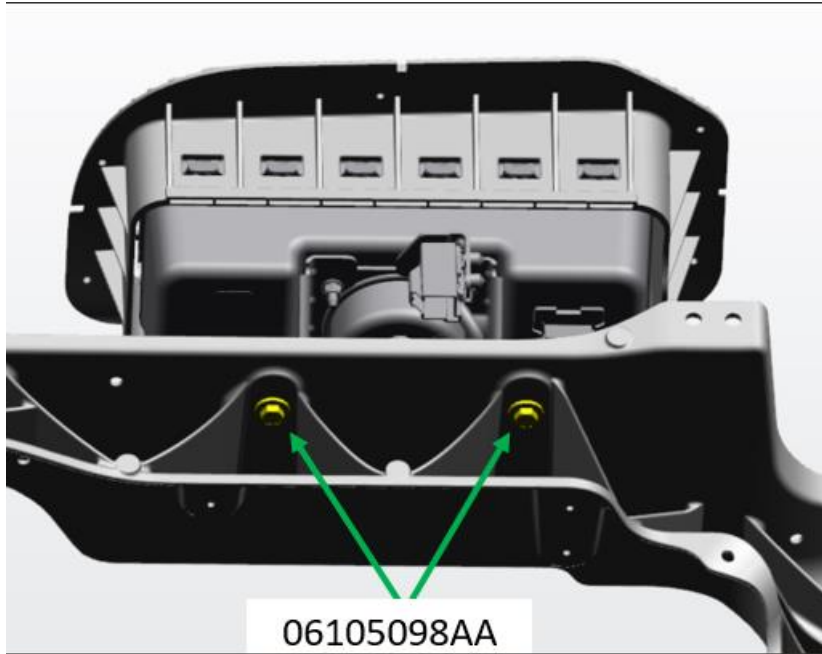
3. Test drive the vehicle to confirm condition is resolved.

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.



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Passenger Air Bag To Cross Car Beam Screws.

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