



## STAR ONLINE PUBLICATION



**Case Number:** S2323000067

**Release Date:** August 2023

**Symptom/Vehicle Issue:** Buzz Squeak Rattle (BSR) In The Door When Playing Music.

**Customer Complaint/Technician Observation:** Noise from the door area when playing music loud or music with high bass.

**Discussion:** Inspect the door panel fasteners and retaining clips. If ok, then remove the door panel. Refer to Service Library 23 - Body / Doors - Front / PANEL, Door Trim / Removal and Installation. With the panel removed, inspect the wiring retainer clips, harness routing, and component fasteners for the speaker and door module. Also refer to the door panel disassembly and assembly information to aid in BSR diagnosis.

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.**