



STAR ONLINE PUBLICATION



Case Number: S2423000050

Release Date: December 2024

Symptom/Vehicle Issue: Buzz Squeak Rattle (BSR) From Speaker Sound Bar At High Volume Level.

Customer Complaint/Technician Observation: Customer complains of BSR noise from the roof area where the speaker bar is behind the front seats. The BSR may be induced with music that is loud and has bass.

Discussion: To aid in diagnosis radio audio test tones can be used. These test tones can be found in wiTECH in Radio Actuator menu or AMP (if equipped) System Test menu. Once the tones are active, press upwards on the sound bar to see if the BSR can be isolated. If the noise is found in the center see the below repair information. If the noise is isolated to other areas on the sound bar, look for other Star Online Publications that may apply.

Parts Required: Medium density closed cell foam such as GASKA Tape V1500 or similar sourced from an online retailer such as Amazon. Tape measurements (can be larger and cut down) 141mm (5.5 inch) x 48mm (2 inch) x 25mm (1 inch) thick. It is allowable to stack thinner foam to make the 25mm (1 inch) height. See Fig 1.

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

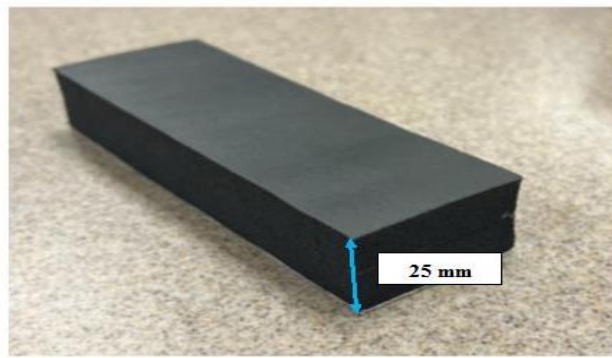
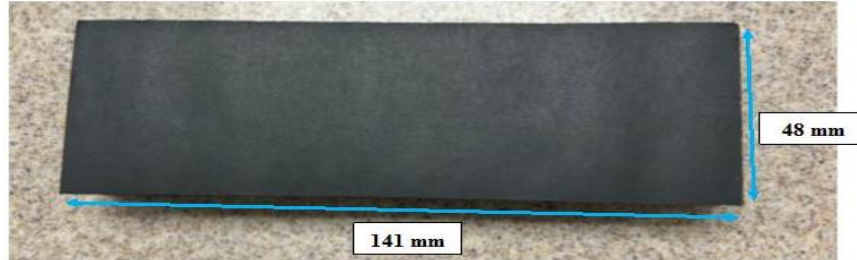


Fig 1.
Foam Block Measurements.

Once the block is made, remove the sound bar. Refer to Service Library 08 - Electrical / 8A - Audio/Video/Entertainment/Connectivity / ENCLOSURE, Speaker / Removal and Installation. Clean the area where the foam block is to be installed with isopropyl alcohol and a lint free towel. Remove the adhesive tape strip to expose the adhesive. Place the foam block shown in Fig 2.

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 2.
Foam Block Installation Location

Reinstall the speaker sound bar and perform the audio tone test to confirm the condition is improved.

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.