



STAR ONLINE PUBLICATION



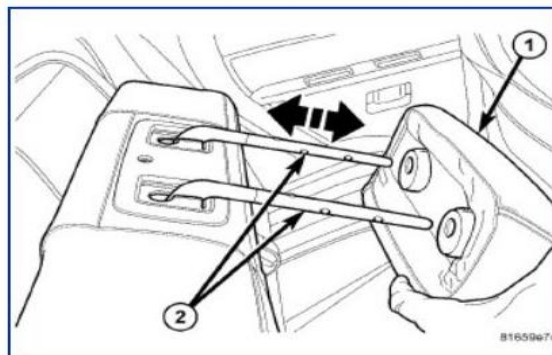
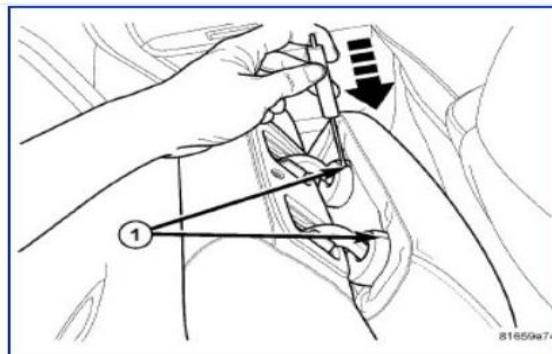
Case Number: S2523000009

Release Date: February 2025

Symptom/Vehicle Issue: Buzz Squeak Rattle (BSR) From 2nd Row Headrest Area While Driving.

Discussion: Duplicate the noise complaint with a helper in the second row. If the noise is coming from the headrest or upper seat area, perform the procedure below.

1. Release the seat back and fold forward far enough to release the headrest.
2. Using a small flat bladed tool or equivalent, release the headrest by pressing the tool into the slots (1) on the trim caps.



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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With the headrest removed from the seat, use a tape measure to determine the distance between the 2 headrest posts at the tip of the posts. Using hand pressure, bend the metal posts until the distance is 10mm less than the original measurement. Then reassemble the headrest to the seat. Test drive to verify the BSR is now resolved.

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