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Case Number: S2323000067 Rev. A

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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: This document discusses possible causes of door BSR. Read through all conditions prior to starting repair.

1. BSR from the door panel or door system: Concern could be with front or rear doors, LH or RH side. Inspect the door panel attachments (M6 bolts or push pins and clips). Replace any missing M6 bolts or clips and tighten any loose screws and ensure complete seating of panel prior to doing any further repairs. Once completed perform an audio test (listen to high BASS type music at high volume, one door at a time) to see if it resolved the customer's concern.

<<<NOTE>>> A properly secured door trim panel is essential to quiet operation. Follow the installation steps in Service Library closely.

2. Audio Speaker BSR: Issues related to the sound quality such as no sound, crackling sound, or static noise. Listen to music and adjust sound output to one door at a time at a higher volume step to identify source of the issue. Make sure

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connectors to the speaker is secure. If the speaker does not show any of the above defects, do not remove speaker from the door.

<<<NOTE>>> If Speaker produces clean static free sound and does not buzz or rattle with door panel off during high volume audio playback, **DO NOT REPLACE SPEAKER**, investigate other sources.

3. Buzz Squeak Rattles. If the door panel has been confirmed to be properly attached, M6 screws and pushpins have been inspected yet a BSR is still present from the door panel, BSR foams can be used suspect location to resolve noise. Use Mopar BSR foams/felt listed below and place the foam where needed on the B-side of the door trim panel to eliminate noise. Speakers should not be replaced, if it produces good quality sound. Generally, the speakers do not create BSR noise. Plastic vibration on sheet metal or loose components could cause BSR noise in the doors.

Foam/Tape/Felt Options:

68643556AA

68643986AA 25 X 50 FOAM PATCH

68598904AA 30 X 70 PVN

68230057AB 25 X 25 X 1 FELT

05019058AA FOAM TAPE

05019056AA

05019057AA

05019054AB

BSR Tips: Part replacement will not fix rattle. BSR mitigation measures of foam, felt, tape should be used.

- a) tighten (snug) Speaker screws
- b) tighten (snug) Speaker Grille screws to 1.4 Nm max

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- c) ensure electrical wire routing for badge is tucked behind tab (tape if in doubt)
- d) add tape/felt to ensure all electrical harness stay secured
- e) add sound deadening (foam, tape, felt) to wiring connections that are not held in place securely (ex: ambient light pipe, map pocket, speaker badge).

Examples of potential BSR issues:



Wire loop should lay flat. Vibration buzz noise. Taping wire down resolved noise.



Correctly route wiring into molded wire channels.

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Inspect and check fastener installation.

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