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Case Number: S2523000047

Release Date: May 2025

Symptom/Vehicle Issue: Squeak Buzz Rattle (BSR) From The Headliner Near The Grab Handle Or B-Pillar With MKS Full Glass Roof.

Discussion: Drive vehicle on rough road or twisty roads. With an assistant driving and noise duplicating, press upwards in between the grab handle and push lamp headliner (Fig1). If the noise is diminished or removed while pressing up continue with the below procedure to add a BSR tape such as MOPAR Flock Tape 68230057AB.



Fig 1.

Repair Procedure: Adding the BSR tape does NOT require the removal of the headliner.

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.

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1. Disengage the hook and loop fastener tape in the 2 spots shown below on whichever side has the problem. They are located next to the push lamp and the grab handle around the glass roof opening.

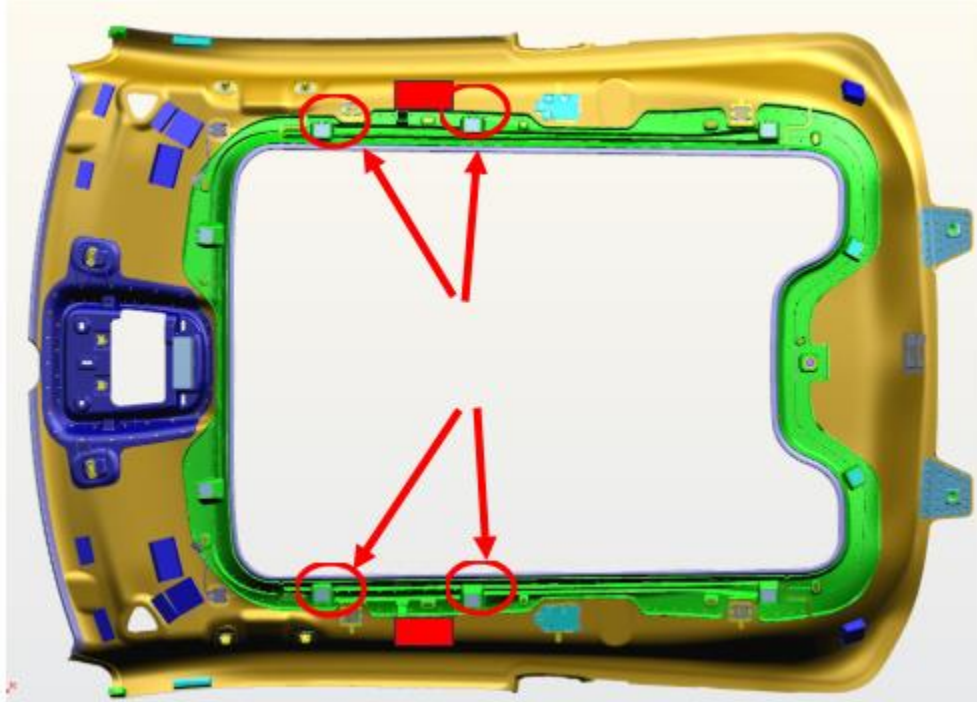


Fig 2.
Velcro Location.

2. Carefully pull down the headliner from the glass roof opening enough to access the blue block. Add felt tape on top of the blue block to completely cover the surface of the block (Fig 3).

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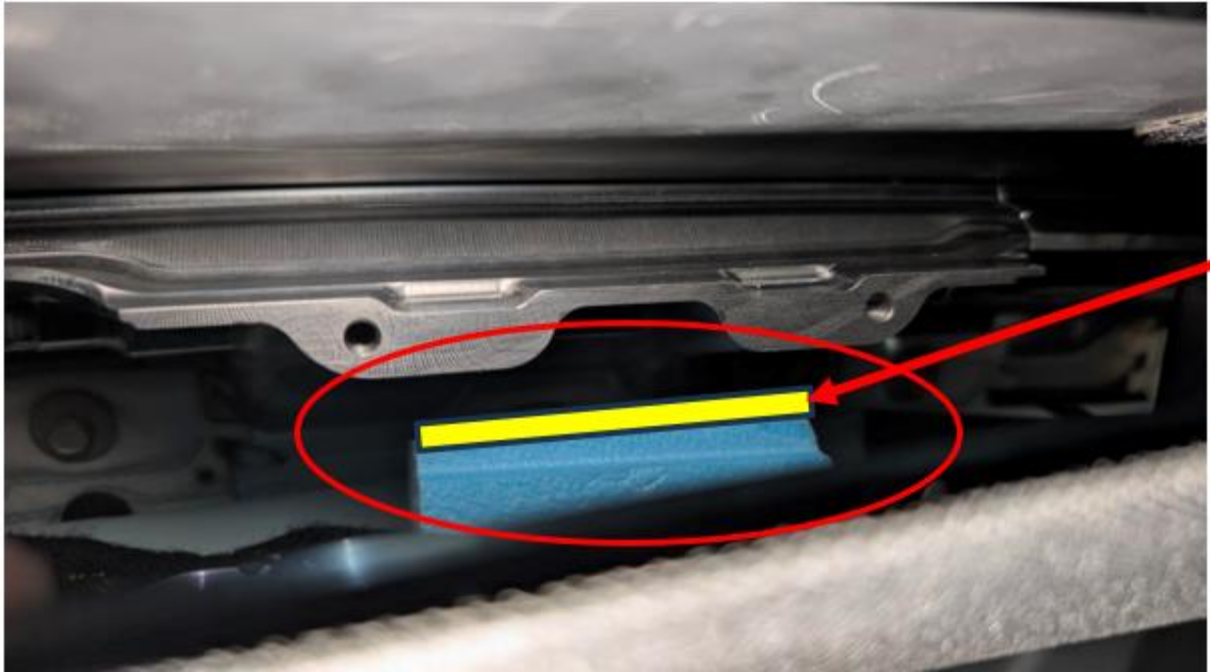


Fig 3.
Flock Tape Added To Top Of Blue Block.

3. Once felt tape is installed, re-engage the headliner hook and loop fastener tape by pressing the headliner up by hand. Test drive to verify repair.

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