



## STAR ONLINE PUBLICATION



**Case Number:** S2523000068

**Release Date:** July 2025

**Symptom/Vehicle Issue:** Buzz Squeak Rattle (BSR) Noise From Headliner Near Sunroof Opening, Passenger Side Visor, Or B-pillar Area.

**Discussion:** Drive vehicle on rough road or twisty roads. With an assistant driving and noise duplicating, press upwards on the headliner at the area where the rattle is heard. If the noise is diminished or eliminated while pressing up continue with the below procedure.

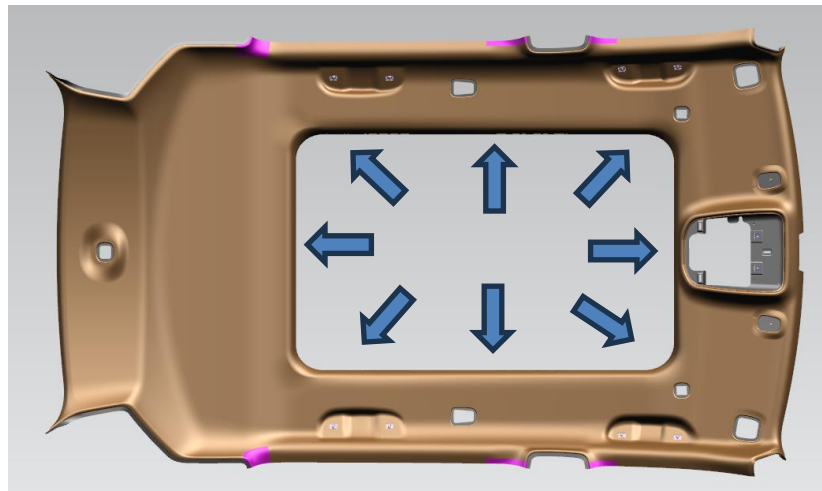


Fig 1  
BSR Zone Around Sunroof Opening

Pull down the headliner at the sunroof opening to disengage the Velcro at the zone where the noise is heard. If the plastic retainer appears to have separated from the glue, that might have caused the BSR. If separation is found, continue with the below procedure.

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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Fig 2  
Adhesive Separation

### Parts Required:

- Polyamide glue stick. Item # HM6239-F10 (6239 1/2 x 10 polyamide adhesive). Obtain from a local source or Ellsworth Adhesives, W129 N10825 Washington Drive, Germantown WI 53022. 800-888-0698.
- Hot glue gun
- Metal clamps
- PPE as required

**Repair Procedure:** Applying adhesive does NOT require the removal of the headliner.

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1. Pull down the headliner from the sunroof opening enough to access the top side. Disengage the Velcro from the roof side. Use a hot glue gun (preferably with polyamide type glue stick adhesive) to apply some glue between the plastic retainer and the substrate. Use clamps to ensure adequate bond is achieved until the glue cures. To avoid staining the headliner material a layer of towel or paper between the clamp and the headliner should be used. Also wood blocks or spacers as shown in Fig 3 will help spread the clamp force and avoid headliner damage.



Fig 3  
Adhesive Applied And Clamps Used To Secure

2. Once glue has cured, engage the headliner Velcro. Test drive to verify repair.

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