



STAR ONLINE PUBLICATION



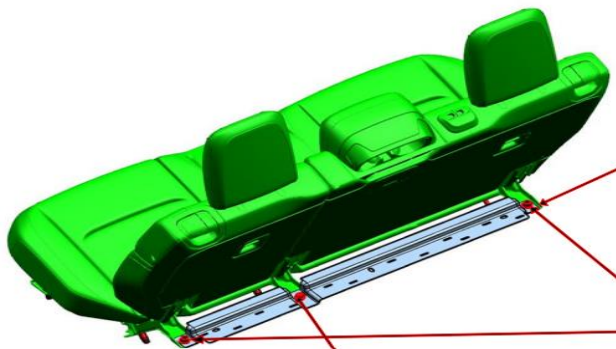
Case Number: S2323000081

Release Date: November 2023

Symptom/Vehicle Issue: Buzz Squeak Rattle (BSR) From Rear Seat Area.

Customer Complaint/Technician Observation: BSR coming from rear seat assembly when driving vehicle or operating seat folding functions.

Discussion: The second-row seat may be under tension causing noises. To resolve this the seat fasteners must be removed, and the seat assembly reinstalled with fasteners tightened in order. Torque all the outboard fasteners first (outboard leg and rear screws) and then remaining inboard screws to avoid causing a bind condition at the latches or hinge points. Then test drive to verify the customer concern is now resolved. Also refer to Service Library 23 - Body / Seats, Second Row / SEAT, Second Row / Removal and Installation for more information.



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.