

STAR Case

Case Number: S1608000150

Release Date: 08/10/2018

Symptom/Vehicle Issue: Speaker Rattles, Buzzes, Sound Appears Distorted

Diagnosis: The owner complaint is that a speaker rattles, has static, distortion, or no sound at times.

Repair Procedure:

- 1) Does the speaker rattle from all sources (CD, FM, SDARS, I-Pod, etc.)?
- 2) Is the rattle or buzz repeatable? Can it be created from a specific track at a specific point every time?
- 3) Is rattle or buzz coming from only one speaker?
- 4) If all answers to the above questions are yes, remove all trim around speaker and replay track at same volume. Is noise still audible?
- 5) If the answer is no, repair the rattling trim and confirm repair.
- 6) If yes - remove speaker but leave harness connected. Hold speaker by its magnet while playing track (make sure speaker is not touching anything else). Is the rattle or buzz still audible?
- 7) If the answer is no, secure the speaker and confirm repair.
- 8) If the answer is yes, replace the speaker.

Note: Radio replacement is not required to repair the vehicle.

Verification:

Test the operation to complete.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Center 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 ECCI or eCONTACT ticket if no solution is found