

STAR ONLINE PUBLICATION

Case Number: S1913000001 Rev A.

Release Date: 09/11/2020

Symptom/Vehicle Issue: Front Bumper Fascia is misaligned or popping out

Discussion: Compare images below to customer vehicle. If the condition below exists, proceed to the steps below.



Fig 1

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 or eCONTACT ticket if no solution is found

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If the above fitment issue exists and the vehicle was built prior to 7/16/2020- obtain front bumper brackets 68411418AC and 68411419AC Items 5 below (fig 2).

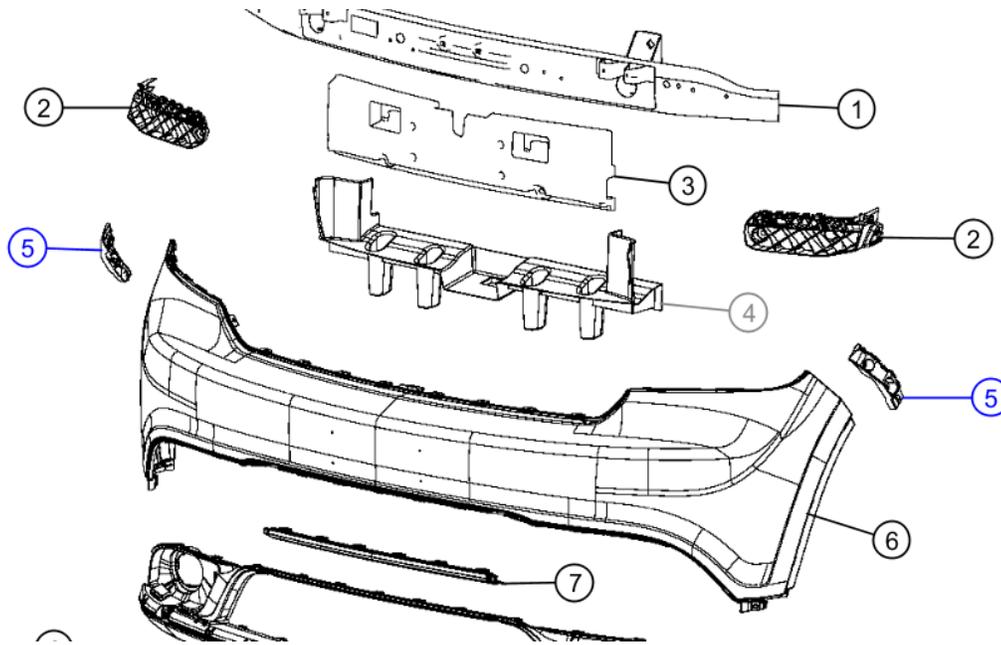


Fig 2

To gain access for replacement of the bumper brackets follow service information 13 - Frame and Bumpers/Bumpers/FASCIA, Front/Removal. The new brackets add a rib that prevents downward sagging and improves fascia retention.

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