

## STAR ONLINE PUBLICATION

---

**Case Number:** S1924000008

**Release Date:** 03/22/2021

**Symptom/Vehicle Issue:** Front Defrost Only Clears Part Of The Windshield

**Discussion:** Customer complaint is that the majority of the front defrost heat flow is centered in the middle or the middle and one side of the windshield. It has been discovered that the top cover pinched some of the defrost ducts and therefore restricting the flow on the outboards of the defrost ducts. Picture shown below.



**Repair Procedure:** If this condition is found it is necessary to remove the IP cover and ensure that the defrost ducts are routed into the correct position.

**Verification:** Reassemble the dash and test for air flow.

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**