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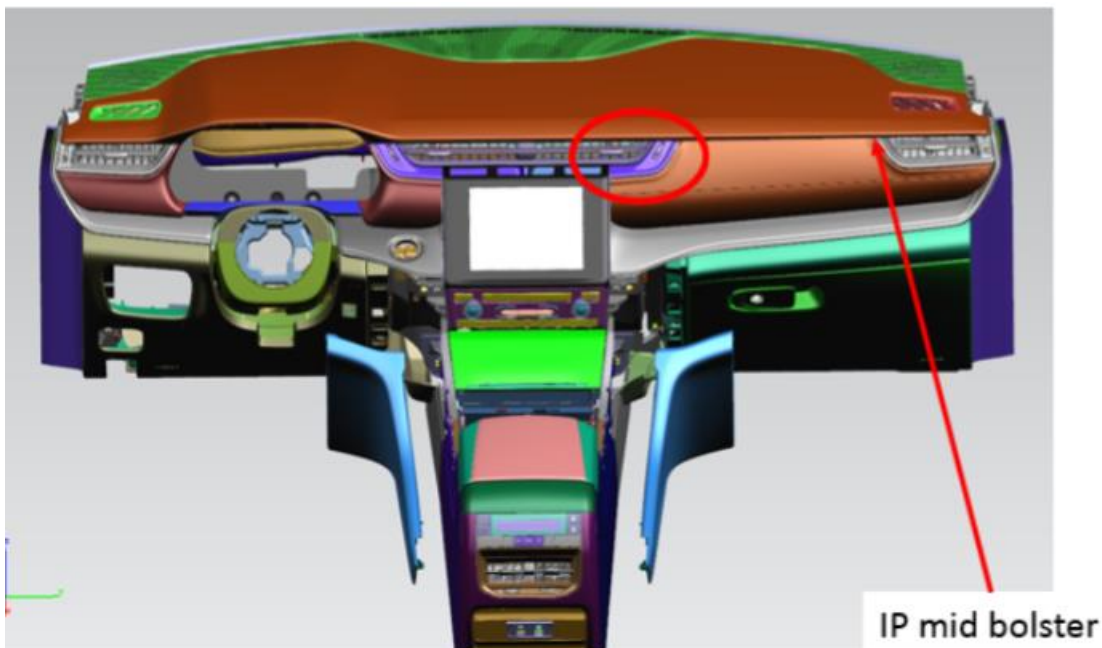


Case Number: S2123000077

Release Date: November 2021

Symptom/Vehicle Issue: Dash Gap On Passenger Side At Mid Bolster To Center Display

Customer Complaint/Technician Observation: Sitting in the passenger seat looking at the dash the occupant may notice a gap circled in the below image



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Gap at Dash Mid Bolster

Discussion: If a customer complains of the gap using a scale or tape measure determine how large the gap is. Refer to Service Library 23 - Body / Instrument Panel / PANEL, Instrument Panel Trim / Removal and Installation to remove the right side panel trim (mid bolster). Continue to the below procedure.

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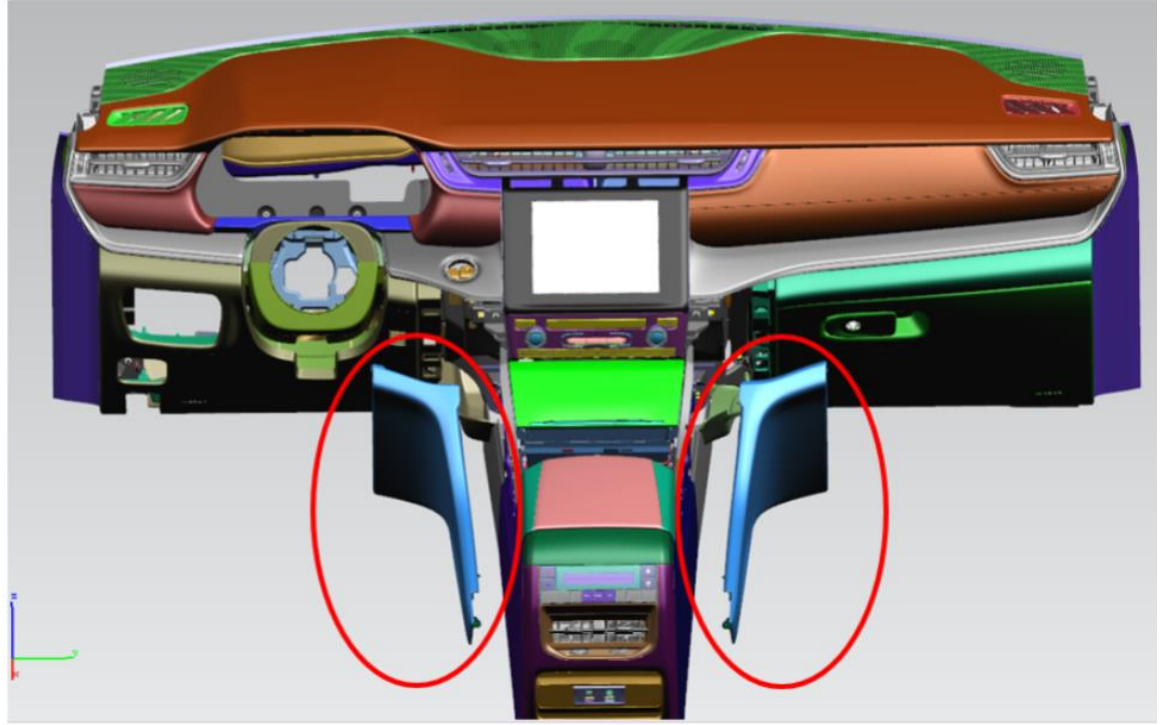
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Step 1:

Unclip and Remove console valence panels from IP and floor console.

Note: There are 3 clips attaching each valence panel to the IP and 9 clips attaching to the floor console



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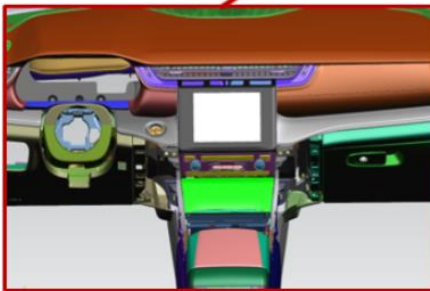


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Step 2:

Unscrew the 2 7mm screws attaching the Center Display and ICS assembly to the IP.



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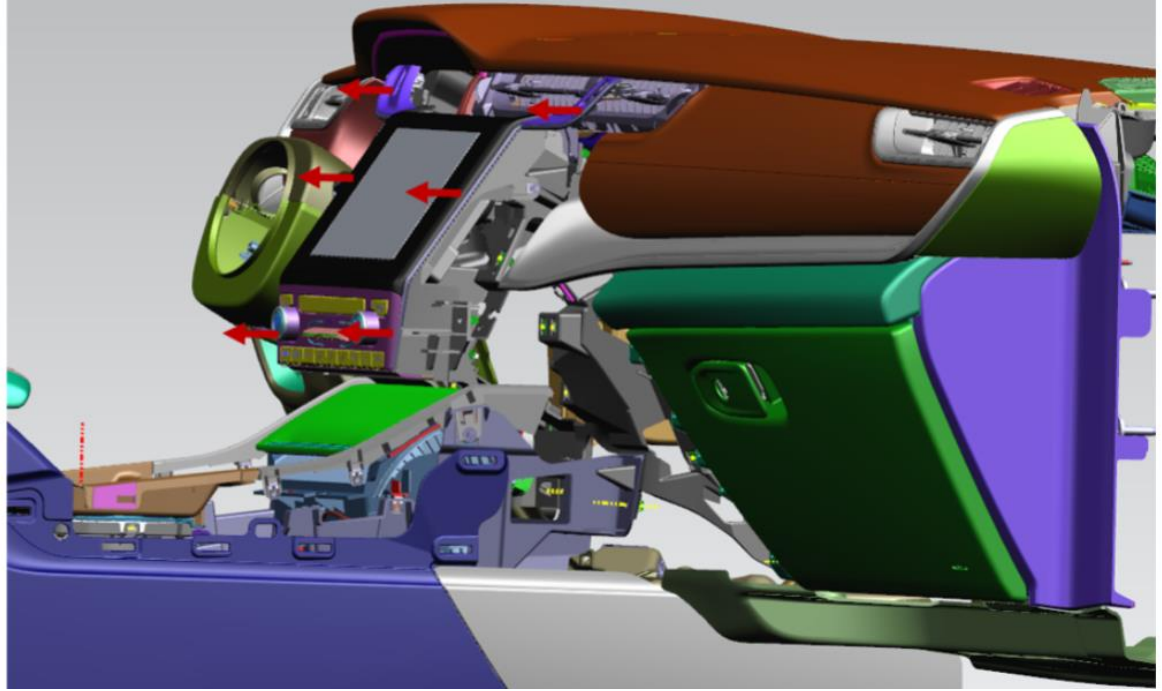
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Step 3:

Pull Center Display and ICS assembly rearward in vehicle to unclip the full assembly from the IP. Unclip bullhorns from center IP outlet to remove display assembly completely.

Note: There are wiring harness connectors attached to the rear of the display assembly



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Step 4:

Pull Passenger Mid-bolster rearward in vehicle to unclip and remove from IP.

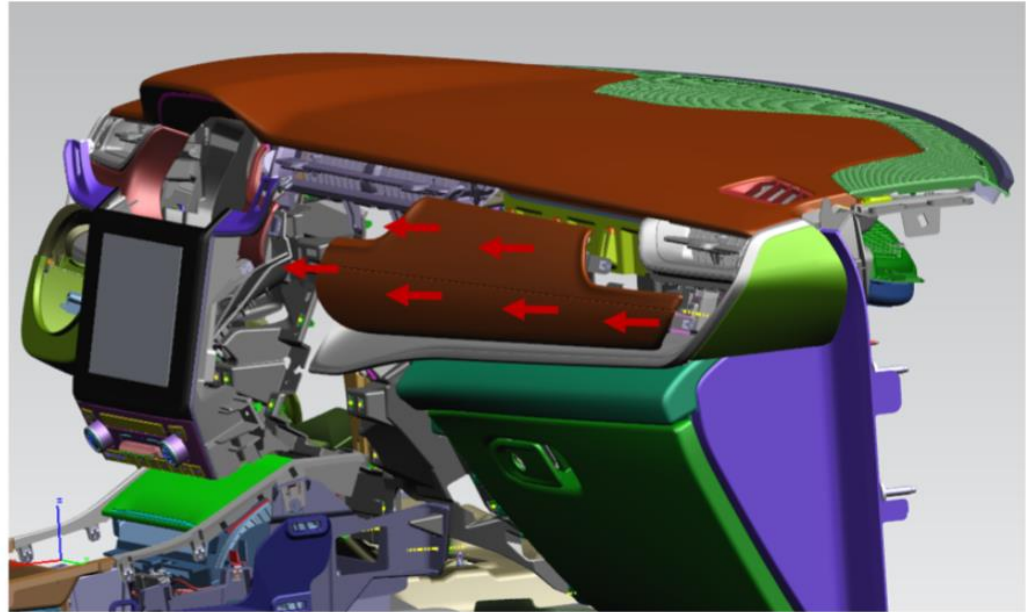
Note: There are 10 clips attaching the mid-bolster to the IP.

If gap was <3mm to begin with:

Once mid-bolster is removed, replace with new part and reassemble display and console valence panels to complete rework.

If gap was >3mm to begin with:

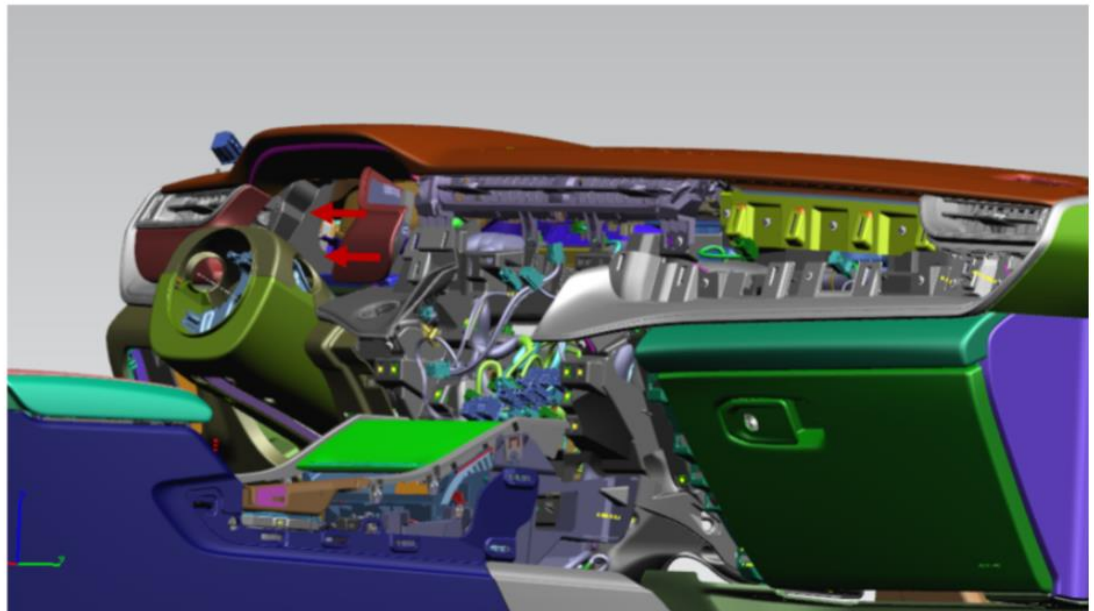
Proceed to step 5-8



Complete step 5-8 only if the gap is >3mm prior to starting rework procedure.

Step 5:

Remove driver Inboard mid-bolster by pulling rearward in vehicle to unclip and remove from IP.



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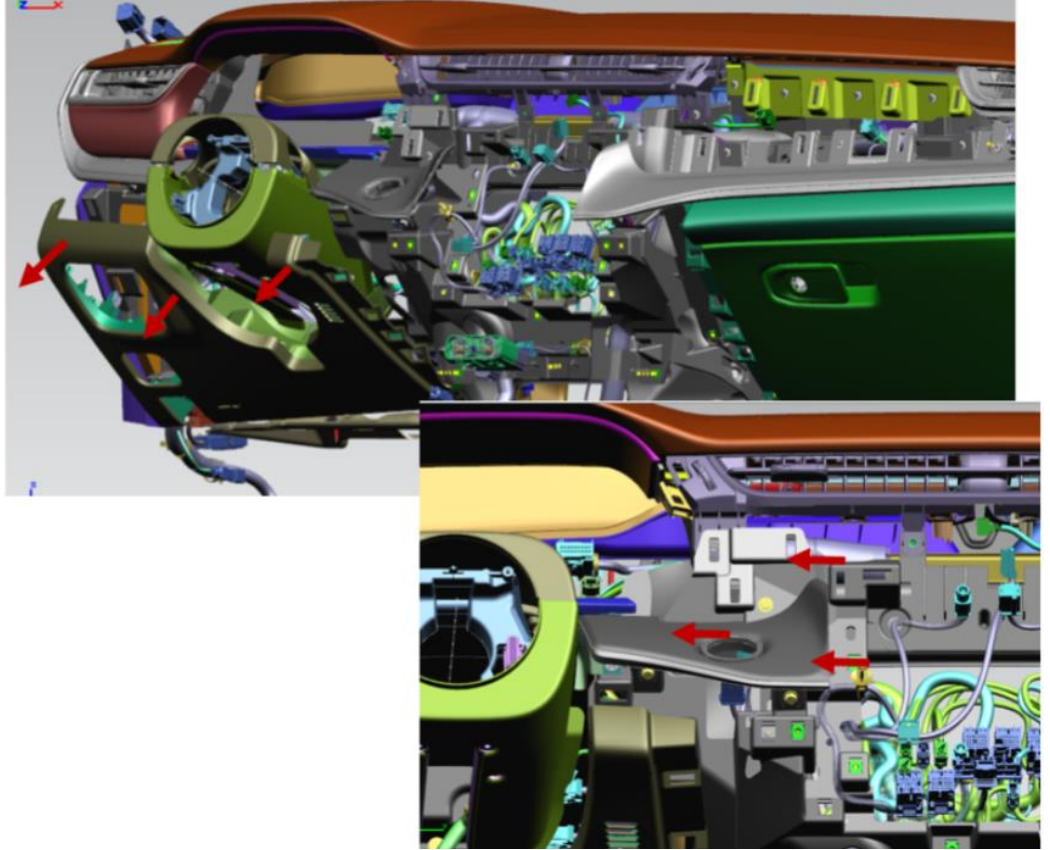
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Step 6:

Pull Steering Column Cover downward to unclip from IP.

Unscrew the 3 7mm screws attaching the Driver Inboard Applique assembly to the IP.



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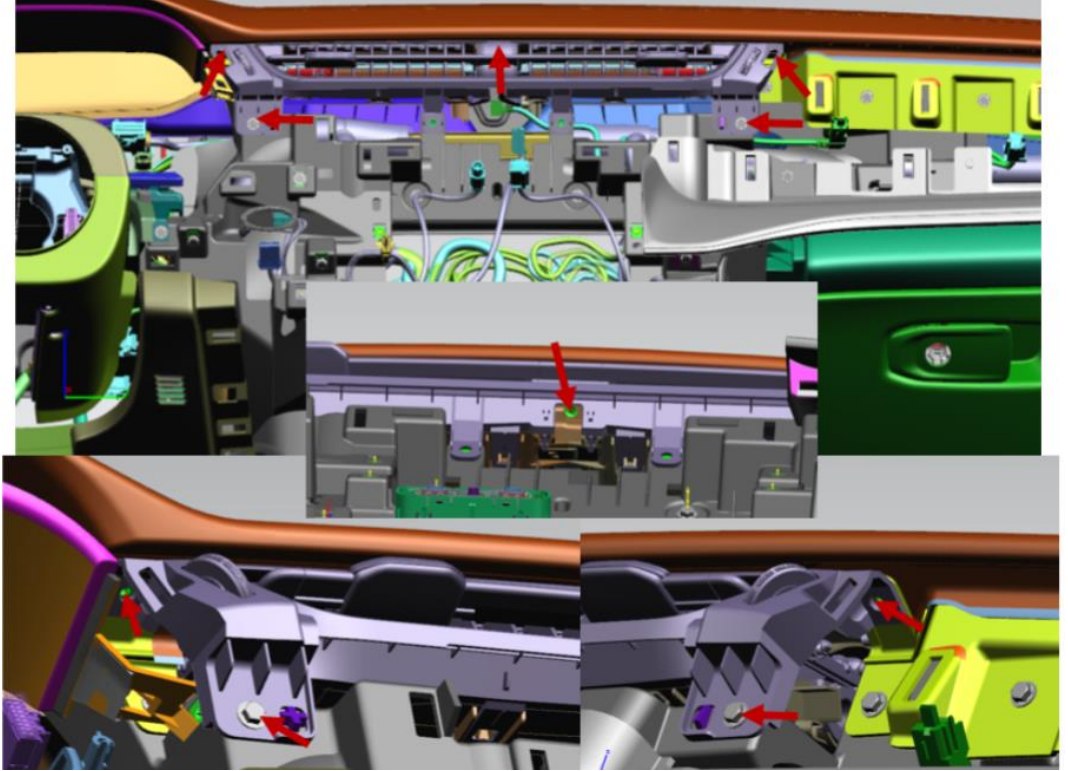


Step 7:

Unscrew the 6 7mm screws attaching the Center Air Outlet assembly to the IP.

Pull Outlet rearward and remove wifi antenna connection.

Note: There is a 7mm screw in the center of the outlet assembly attaching it to the IP Top Pad.



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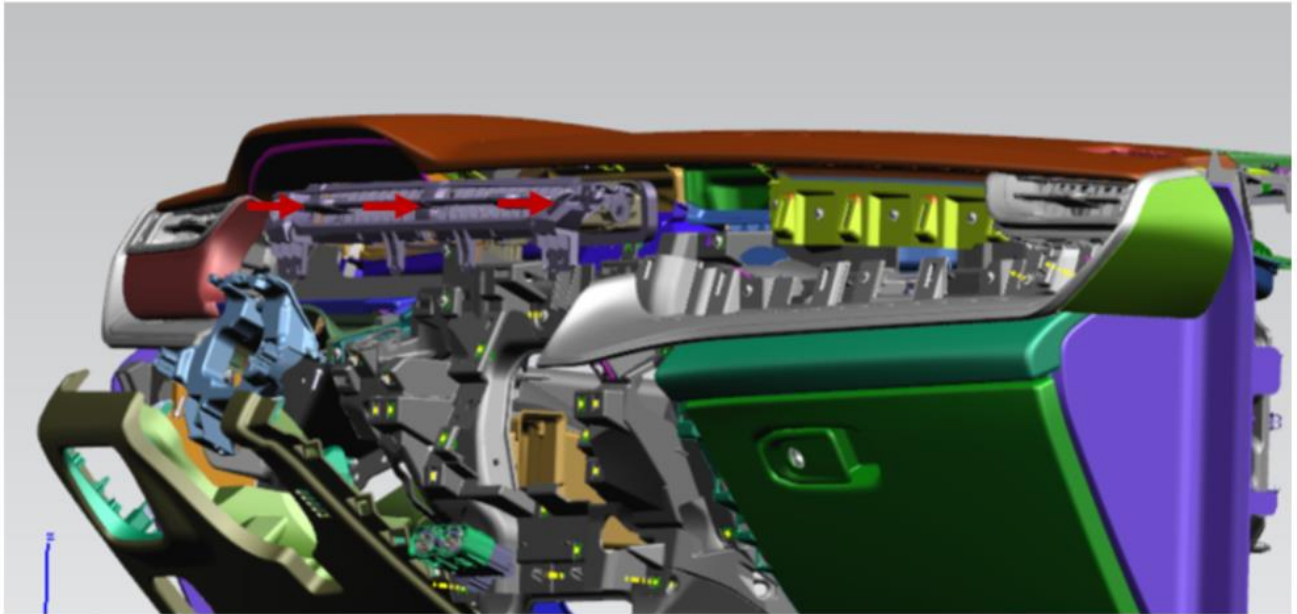


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Step 8:

Once outlet assembly is removed, reinstall outlet assembly and the 6 7mm screws attaching the Center Air Outlet assembly to the IP. Confirm outlet assembly is fully seated in the IP and no wires are trapped behind the part.



Reinstall remaining IP components

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