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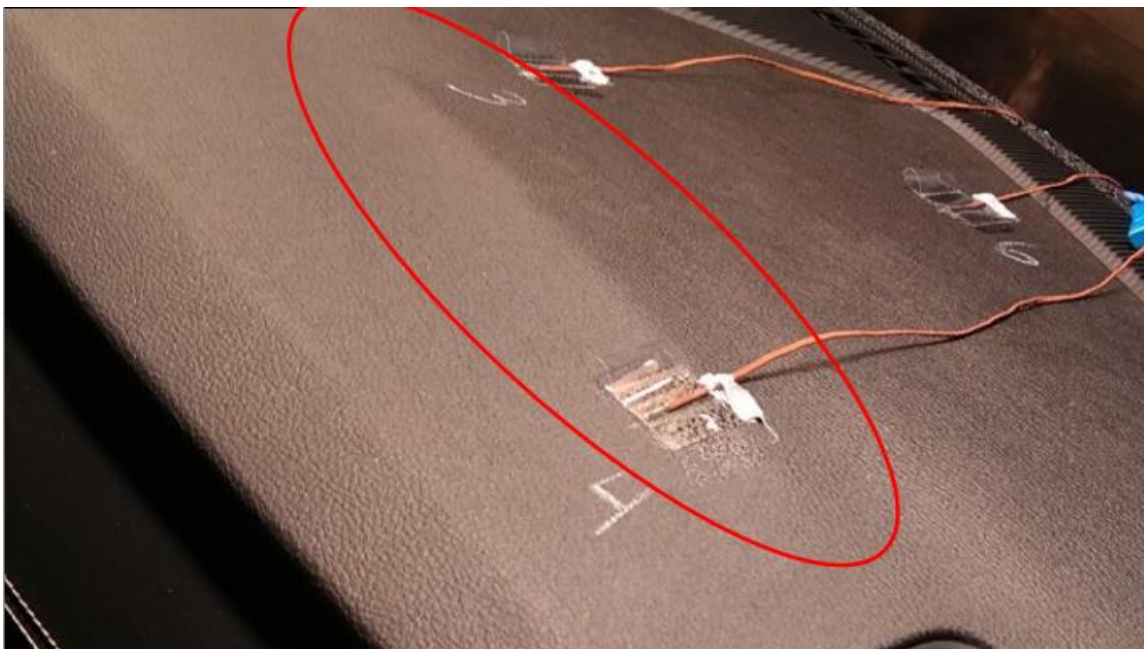


Case Number: S2123000068

Release Date: August 2021

Symptom/Vehicle Issue: Low Spot On Dash Cover Near Passenger Air Bag

Customer Complaint/Technician Observation: After sitting in hot conditions such as bright intense sun the dash pad above the passenger air bag shows a sag or low area



Dash pad above passenger air bag has low/dip area

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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Discussion: The condition is the dash pad material softening in the intense heat (200+ degrees F). Do not replace the dash for this concern as the replacement parts will exhibit the same visual low spot in the same heat conditions. Engineering is aware of customer complaints and investigating.

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