



## STAR ONLINE PUBLICATION



**Case Number:** S2123000061

**Release Date:** July 2021

**Symptom/Vehicle Issue:** Leather Steering Wheel Has Loose Material Poor Appearance

**Customer Complaint/Technician Observation:** Owner complains of a poor steering wheel appearance, loose material. Technician has noted the areas of concern for reference on the claim.

**Repair Procedure:** Inspect the steering wheel areas as shown while using the below guidelines to determine if the steering wheel requires replacement.

### Inspection points:

1. Look for any evidence of exposed leather edges along the lower spokes as shown in Fig 1-3.
2. Run your thumb along the spoke as shown in Fig 3 to see if the leather is loose.
3. If either step 1/or 2 indicate the issue noted, order a replacement steering wheel to resolve.
4. If no findings in step 1 or 2 as shown, the steering wheel is OK.

Fig. 1



Fig. 2



Fig. 3



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**