



## STAR ONLINE PUBLICATION



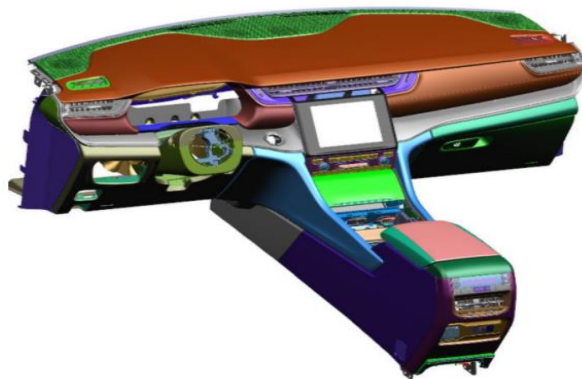
**Case Number:** S2123000053

**Release Date:** July 2021

**Symptom/Vehicle Issue:** Instrument Panel Dash Pad Cleaning Procedure

**Customer Complaint/Technician Observation:** Instrument Panel Dash Pad Has Uneven Color Appearance. Sheen may not be consistent across the pad. Also may have a stain where paperwork may have been left.

**Discussion:** Do not perform any repairs to the Dash Cover. First, try cleaning the surface with the below procedure. Bring the vehicle into the shop out of the sun and allow the interior to cool to ambient temperature. Use a warm water to dampen a clean terry cloth towel. Add isopropyl alcohol to the towel. Wipe the dash pad to clean the entire surface. Change towels to a fresh warm water dampened towel with isopropyl alcohol if the cloth appears dirty.



1. Dampen terry cloth (or lint free equivalent) w/ warm water.
2. Apply isopropyl alcohol (91%) to cloth.
3. Gently Wipe down entire I/P top pad surface.

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**