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Case Number: S2223000054

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Symptom/Vehicle Issue: Washer Inoperative, Weak Or No Spray. Low Washer Indicator May Be Illuminated.

Discussion: The following information is a diagnostic aid for possible washer fluid hose restriction due to blockage and or kinks after recent service repair.

If the washer system is not operating or has a weak spray perform the following steps.

1. Activate the washer pump (front and rear) and listen for motor. Look to see if any amount of fluid is exiting the nozzles.

<<<**Note**>>> If the pump(s) do not operate (audible) begin electrical diagnosis. Test fuses, Inspect connectors. Use wiTECH to check and monitor switch operation.

2. If pump motor is audible and/or the fluid spray is weak, check fluid level. Fill as needed.

3. If pump motor is audible and/or the fluid spray is weak, inspect washer hoses for pinches, kinks, or damage and inspect nozzles for blockage. See figures below for examples and possible locations.

4. To inspect nozzles, open hood, remove hood pad, disconnect nozzle assemblies at quick connect.

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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Kink example- under A pillar trim



Sharp bend above headliner restricting washer fluid flow

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Under hood washer hose jumper between hood and fender crushed.

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