



STAR ONLINE PUBLICATION



Case Number: S232400001

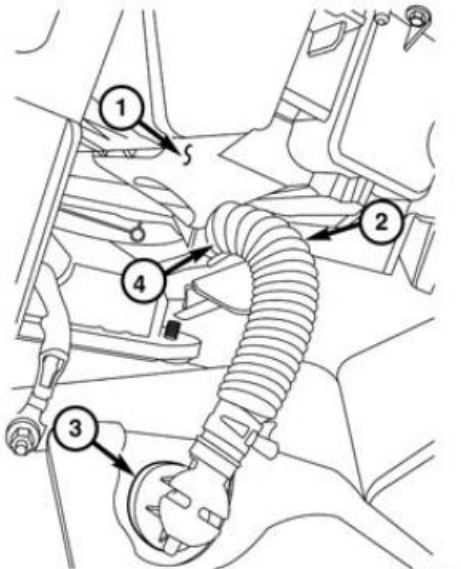
Release Date: January 2023

Symptom/Vehicle Issue: Passenger Front Carpet Is Wet or Damp

Customer Complaint/Technician Observation: Upon inspecting the vehicle it is found that the carpet in the passenger front compartment is wet or damp.

Discussion: If the carpet is determined to be wet or damp, pull the front passenger carpet back from the front center console area. Remove the right side center console trim panel. Inspect the drain hose and ensure that it is fully seated into the floor pan. Check that the grommet is secure and retaining clips are engaged.

- 1 - HVAC Housing
- 2 - Drain Hose
- 3 - Tube Grommet
- 4 - Hose Clip



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