



STAR ONLINE PUBLICATION



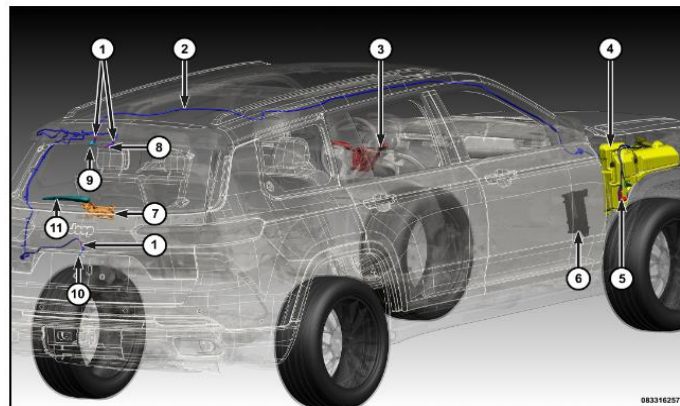
Case Number: S2323000032

Release Date: April 2023

Symptom/Vehicle Issue: Rear Window Washer Not Spraying.

Customer Complaint/Technician Observation: Rear Washer located on the lift gate does not spray washer solvent. The pump may be heard running when the washer is requested.

Discussion: Verify the electrical portion of the rear washer system is operational. If ok, next inspect the washer hose in the headliner for pinching and kinking. To inspect the headliner harness it will be necessary to lower the headliner. Refer to Service Library 23 - Body / Interior / HEADLINER / Removal and Installation. For washer system operation and system information refer to Service Library 08 - Electrical / 8R - Wipers/Washers / Description and Operation.



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, eCONTACT or Service Library entry if no solution is found.



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Correct any routing issues to match the above image.

Hot melt glue sticks compatible for bonding to the headliner:

Power Adhesives TECBond 7718 Polyamide
3M Scotch-Weld 3731

These are designed for use in a standard craft hot glue stick gun. Use a bead of the hot glue to hold and bond the routing shown. Once cured, install the headliner in reverse order of removal.

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