



STAR ONLINE PUBLICATION



Case Number: S2324000010

Release Date: June 2023

Symptom/Vehicle Issue: Customer Indicates Low Air Flow Out Of Dash Vent.

Customer Complaint/Technician Observation: After further investigation the tech may see that the cross-car duct is partially crushed during install by a misrouted dash harness.

Discussion: Pull the duct and inspect for the corner to be pushed in by the harness (shown below). If it is found damaged, the duct will require replacement. Remove the damaged duct, route the harness back away from the duct to prevent contact when installing, install new duct and retest operation.

Harness Interfering With Opening



Harness Not Interfering With Opening



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