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Case Number: S2523000012

Release Date: February 2025

Symptom/Vehicle Issue: Wagoneer S D-Pillar Badge / Emblem Peeling.

Customer Complaint/Technician Observation: Badge on the vehicle's D-Pillar is peeling.



Discussion: If the badge has peeling it will require replacement. See the steps below.

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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Tools Required:

Electric Heat Gun
Fiber Trim Stick(s)
Flashlight
Isopropyl alcohol
3M General Purpose Adhesive Cleaner 08984

Repair:

1. Heat the entire surface of the badge with the electric heat gun to soften the adhesive. Carefully apply heat and avoid holding the heat gun in one spot. Evenly spread the heat to slowly warm the emblem.
2. Starting at one end, slowly peel the emblem from the painted body surface using the fiber trim stick. Alternative would be dental floss or monofilament fishing line. Apply additional heat as required to facilitate removal.
3. After the emblem is removed, wipe the area with isopropyl alcohol. If there is adhesive remaining, use 3M General Purpose Adhesive Cleaner 08984.
4. For badge re-installation the badge and surface area must be minimum of 70°F (21°C) and maximum 95°F (35°C).
5. Prior to badge application, as a guide use masking tape to create centering lines to aid in leveling and centering the emblem prior to removing the adhesive protective release liner.
6. Remove the adhesive liner and carefully place the badge.
7. Once placed, use hand pressure or a roller to engage the adhesive.
8. Using a flashlight, visually inspect the perimeter of the badge to ensure adhesive bond.

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