



STAR ONLINE PUBLICATION



Case Number: S2508000103

Release Date: November 2025

Symptom/Vehicle Issue: Upper Glove Box Will not Close Correctly or May Have a Scraping Noise While Opening or Closing

Customer Complaint/Technician Observation: The customer complains of gaps or misalignment of the upper glove box door upon closing or a scraping noise while opening or closing with no visible contact areas. The technician can see the gap issue and or hear the noise as described.

Discussion: Remove the glove box as seen within service library. Inspect the harness or media coaxial cable for any potential interference or contact at the rear or sides of the upper instrument panel glove box. Reposition the harness or media cable away from any glove box contact to allow full natural opening and closing operation. No replacement parts required.

See Service Library:

[GLOVE BOX, Instrument Panel, Upper Removal ...](#)

23 - Body / Instrument Panel / GLOVE BOX, Instrument Panel, Upper / Removal and Installation

UPPER INSTRUMENT PANEL GLOVE BOX

REMOVAL

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.