



## STAR ONLINE PUBLICATION



**Case Number:** S2123000049

**Release Date:** June 2021

**Symptom/Vehicle Issue:** RHD Glove box cannot be fully opened

**Customer Complaint/Technician Observation:** Glovebox interfering with cross car dash beam harness while opening prevents glove box from fully opening on Right Hand Drive vehicles

**Discussion:** Open the glovebox door and check if it opens all the way. Inspect for any interference with the dash harness. If the glove box door does not fully open, remove the glove box and inspect the harness behind the glove box for proper routing and that it is fully snapped in at the harness push clip to the cross car beam and out of the way from the glove box door's movement. Refer to Service Library 23 - Body / Instrument Panel / GLOVE BOX, Instrument Panel / Removal and Installation.

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**