

Subject		Market
<b>HVAC Abnormal Blend Door Noise During Movement</b>		<b>USA</b>
Service Category	Section	
Vehicle Interior	Heating/Air Conditioning	
Applicability		
2013-2020 GS, 2014-2020 IS		

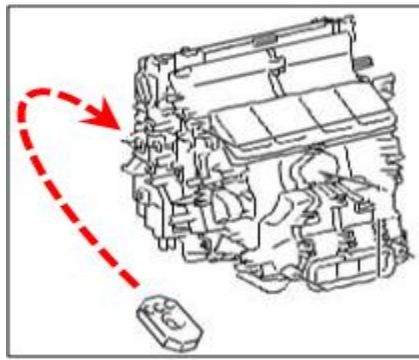
APPLICABLE VEHICLES			
2014-2015	IS250	2014-2020	IS350
2016-2017	IS200T	2016-2020	IS300
2013-2020	GS350		

**CONDITION**

Some vehicles may continue to experience abnormal blend door noise when changing the HVAC temperature setting after the air conditioner radiator assembly (evaporator case) was replaced for the same condition.

**RECOMMENDATIONS**

When replacing the evaporator case, always confirm the packing pad from the original evaporator case is removed before installing evaporator case service part as the service part includes the packing pad. The packing pad is located on the outside of the evaporator case and the vehicle side HVAC condensation drain hole. If original packing pad is not removed, it will result in a double layer of packing pad which increases pressure and distorts the evaporator case causing blend door noise condition to reoccur.



**LINK REFERENCES**

This Tech Tip does not contain any link references