

STAR ONLINE PUBLICATION

Case Number: S2024000004

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Symptom/Vehicle Issue: Customer Indicates Vehicle Has Poor Air Flow Through Demister (Side) Dash Vents

Diagnosis: This condition can be caused by a misalignment with the HVAC ducts causing the demister grill to become unseated and pop out of position.



Inspect the demister grill for proper position/installation. Remove the demister grill (side vent cap/cover) inspect the HVAC ducting for proper connections and ensure that it is fully seated and in place. After HVAC duct has been verified to be properly seated and in position, reinsert demister grill. If the demister grill shows visual damage and does not seat properly replace with new.

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



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Verification: Reinstall the HVAC components and test for proper air flow out of the side vents.

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