

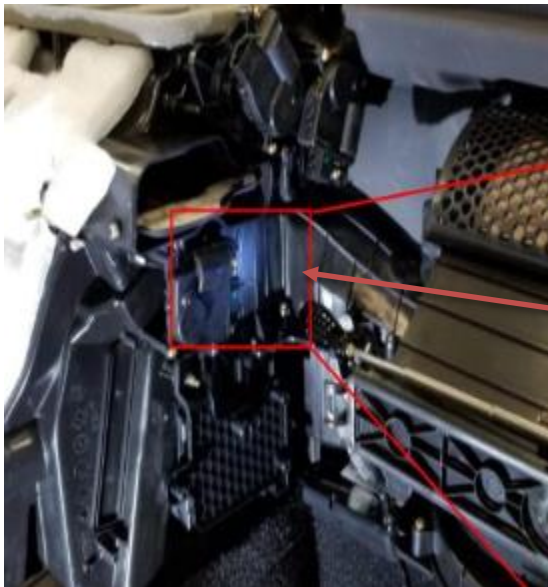
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Case Number: S2024000005

Release Date: 07/02/2020

Symptom/Vehicle Issue: Customer Indicates That There Is A Whistle Noise Present While Driving.

Diagnosis: The customer complaint was replicated in all modes but was best induced when in defrost mode, fan speed 6-8, with temperature set to 80+°F. With the glove box and associated trim removed for access to the HVAC assembly, the noise can be best isolated. Once removed, a stethoscope was used to locate the whistle from the HVAC assembly. Whistle can be found originating from a gap in between the airflow distribution housing and blower expansion housing located to the left of the blower motor. The whistle sound could be altered or minimized by applying pressure to the gap detected between the HVAC assembly halves.



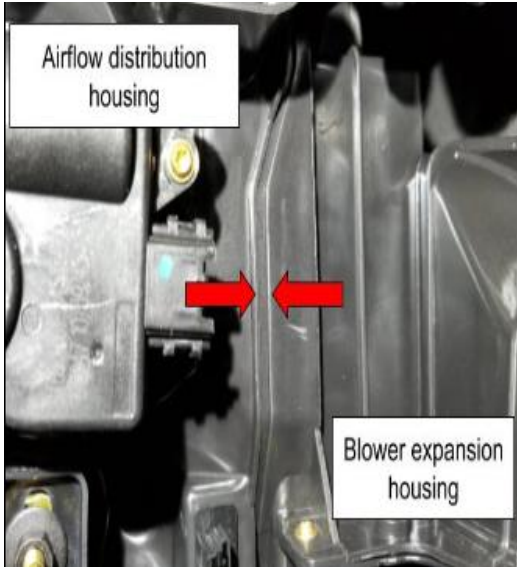
Location of whistle noise when using stethoscope.



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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Repair Procedure: If determined that there is a gap present causing the whistle noise the replacement of the HVAC box assembly is required.

Verification: After replacement test operation of the vehicle and return to the customer.

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