



## STAR ONLINE PUBLICATION

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**Case Number:** S2024000003

**Release Date:** 08/27/2020

**Symptom/Vehicle Issue:** Customer Indicates A Whistle Noise From Dash During Certain Driving Parameters.

**Discussion:** Confirm that the noise is in fact being transmitted by airflow entering the HVAC box. This can be done by blocking the inlet flow with a rag or towel temporarily and performing a test drive. If the noise is no longer present do not attempt to repair the issue with replacement components. There is an improved software enhancement for operation and customer driving experience expected to be released near the end of the 2<sup>nd</sup> quarter.

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**