



## STAR ONLINE PUBLICATION



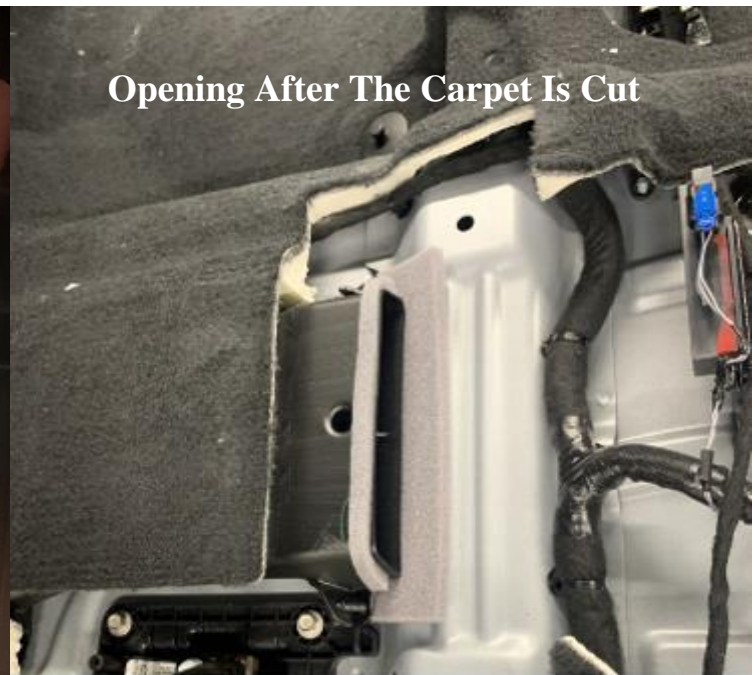
**Case Number:** S2124000017 REV A

**Release Date:** November 2021

**Symptom/Vehicle Issue:** Customer Indicates No Air Flow To Rear Seats

**Customer Complaint/Technician Observation:** Rear HVAC Vents Have Carpet Blocking Opening.

**Discussion:** If it is found that the rear HVAC vent is covered by the carpet, it is necessary to cut the carpet so that the opening of the vent is not blocked. See photos below for exact cutting points for the carpet.



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**