



STAR ONLINE PUBLICATION



Case Number: S2124000014

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Symptom/Vehicle Issue: Customer Indicates No HVAC Airflow To The 3rd Row

Customer Complaint/Technician Observation: No air flow to the 3rd row seating on the vehicle.

Discussion: It has been determined that some vehicles have had the incorrect part installed for the rear HVAC ducting and prevent any airflow from reaching the third row seating. The correct 2nd Row Mode Valve Duct Part # 68459479AC. If the Incorrect Part # 68379754AC (shown below, missing ducting cut out) has been installed it needs to be replaced with the correct part number listed.



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