



## STAR ONLINE PUBLICATION



**Case Number: S1924000019 REV B**

**Release Date:**

**Symptom/Vehicle Issue:** Customer Indicates That Temperature Varies From Side To Side Being Colder On One Side Compared To The Other.

**Discussion:** If the customer's complaint matches above first verify that you can see a notable difference, make sure that the temps are greater than the normal range of 6-7 degrees F between highest and lowest values. If it is confirmed start by verifying A/C pressures in the system, if it is found to be low inspect the complete system for leaks using the dye currently in the system to find any traces of leaks. If no leaks are found anywhere in the system, including fill points refill the system to specifications and retest.

If after the refill with proper refrigerant levels do not improve the condition, ensure the HVAC system is updated to the most current level. Once this has been completed and the system has been verified to have no leaks and no other internal system concerns the differences are to be consider operating characteristics at this time and no further repairs should be performed. The corrective action for this condition can be found in TSB 21-001-20

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**