



## STAR ONLINE PUBLICATION



**Case Number:** S2124000005

**Release Date:** April 2021

**Symptom/Vehicle Issue:** Customer Indicates The Air Conditioning Blow Warm Intermittently.

**Customer Complaint/Technician Observation:** Warm air intermittently blows from the dash with air conditioning on.

**Discussion:** When verifying the concern, it was noted that intermittently you can see radio displaying -40 for exterior temp. Further diagnosis leads to inspecting wiring and pin terminal tightness in the connectors. Unplugging and reconnecting the BCM connectors corrected the ambient temp in the radio display. Circuit G 31 at the BCM was found to have a spread terminal. The terminal was replaced and the condition was corrected.

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**