



## STAR ONLINE PUBLICATION



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**Case Number:** S2124000007 REV C

**Release Date:** July 2021

**Symptom/Vehicle Issue:** A/C Does Not Cool Properly

**Customer Complaint/Technician Observation:** A/C performance is poor. Vehicle not blowing cold air.

**Discussion:** Perform performance test using a manifold gauge set DO NOT attach to A/C machine to test for pressures.

If the system fails the test indicating a restriction per outline A/C test in service library, contact an EPA 609 licensed HVAC contractor to recover the contaminated refrigerant for disposal.. Once evac and fill completed, all of A/C system, must be replaced. Evaporator, Lines, Compressor, Condenser, any component that has refrigerant.

**NOTE>>> For a list of EPA Certified reclaimers**

**see:** <https://www.epa.gov/section608/epa-certified-refrigerant-reclaimers>

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**



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The possible affected vehicle dates are from 9/9/2020 to 9/24/2020. If the vehicle falls in this build date range the SOL should be performed if any restriction is found. If you have a vehicle that you feel is outside of these dates and exhibits debris as shown above a STAR case should be created for further assistance.

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