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Case Number: S2124000008

Release Date: May 2021

Symptom/Vehicle Issue: Poor Airflow From 2nd Or 3rd Row Vent Outlets

Customer Complaint/Technician Observation: Air flow from the rear vent outlets is poor, very little air flow.

Discussion: To ensure that 2nd and 3rd row airflow is correct, the Battery/Fuse Box Covers must be installed correctly, and the 2nd row Floor Ducts must be installed correctly so no air leaks are present. If gaps are seen around the Battery/Fuse Box covers, or gaps are seen around the 2nd row Floor Duct air flow loss to the rear of the vehicle can happen. Follow the process highlighted in the steps below to ensure proper installation.

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WL 7574 Battery Cover Installation Process

Slide driver's seat fully upwards and forwards to access battery cover from behind the driver's seat



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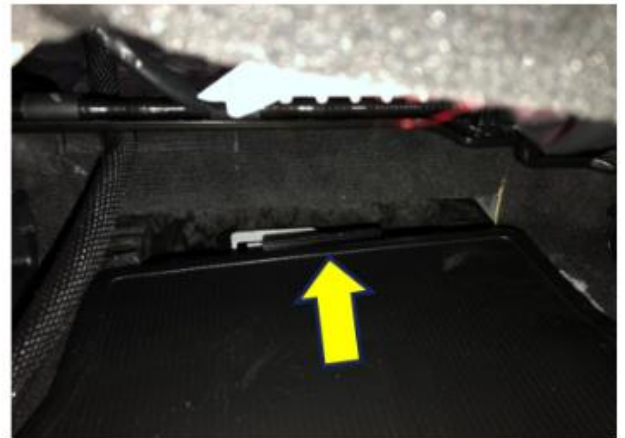
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Insert battery cover tab fully into slot in floor by sliding battery forwards with the tab positioned underneath the carpet



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Snap in two lower tabs by locating the tabs on the openings and then pressing downwards to fully secure the battery cover



Tabs needs to be precisely aligned with the openings

Press downwards on the two tabs until an audible or tactile "click" is heard / felt



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Inspect both battery cover “fingers” using a push/pull check to verify that battery cover does not show gap with light pressure



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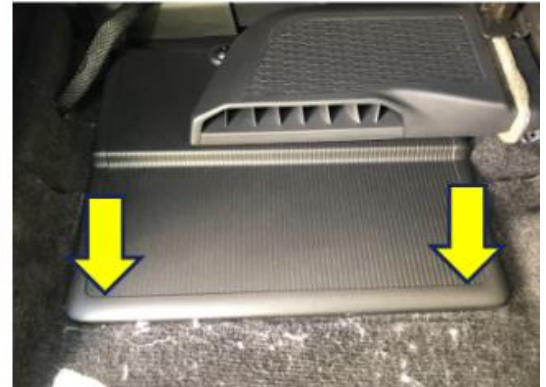


At carpet seam place hand under battery cover to apply light upwards pressure to make sure that tabs are seated properly

Pull lightly



Push down on both sides to re-secure



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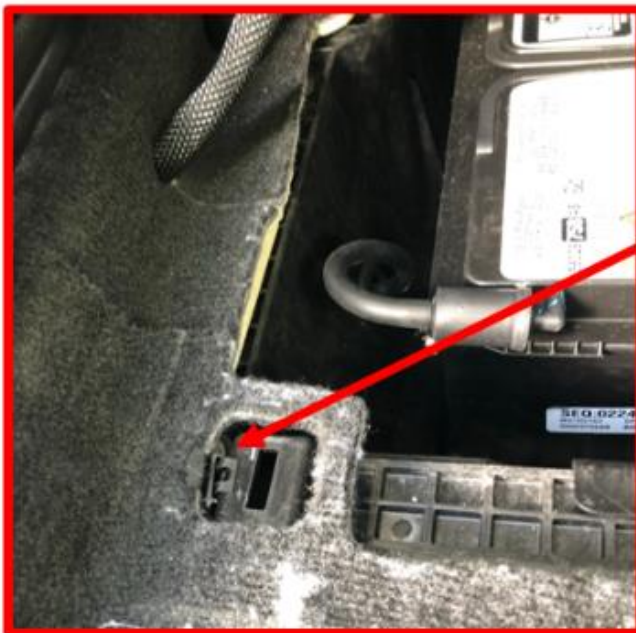
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Bad condition: Misaligned battery tab, battery cover tab broken off



Broken battery cover tab and clip

Need to recover loose battery tab and clip pieces that have broken off and replace battery cover.

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Take HVAC Duct Assembly with the telescoping duct retracted and place on top of fully fastened battery cover

HVAC Duct Assembly
(retracted position)



Align inboard and outboard duct with the HVAC openings / housings on both left (outboard) and right (inboard) sides

Wiring harness needs to go OVER the duct



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Insert inboard side of duct assembly into HVAC opening

Ensure that all foam is encapsulated within the opening



Extend telescoping duct fully to 2nd detent position to the outboard duct opening

Ensure that the foam is not visible when the telescoping duct is fully extended

Ensure that the wiring harness goes over the telescoping duct



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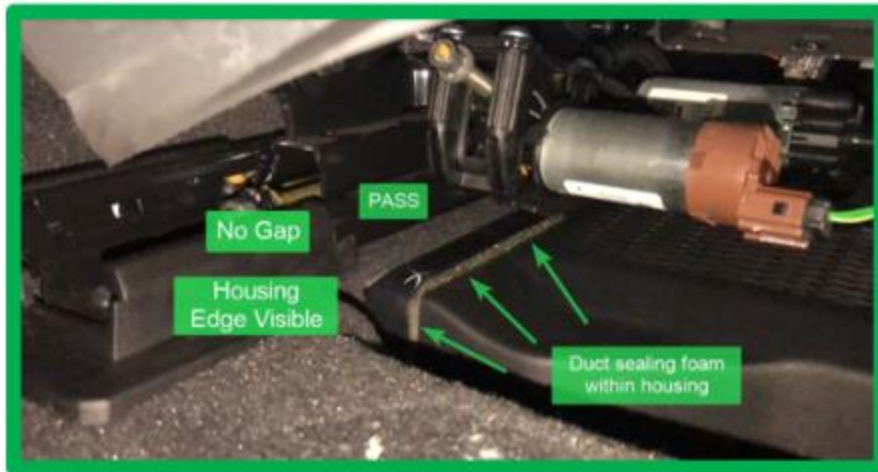
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Inboard side foam: perfectly seated GOOD



Inboard side foam: misaligned BAD



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Telescoping duct: GOOD

- Telescoping duct is fully telescoped outwards and in 2nd detent position
- No foam is showing
- Wire harness is over duct



Telescoping duct: BAD

- Telescoping duct is not fully telescoped outwards and also not in 2nd detent position
- Foam is showing and not fully encapsulated within HVAC opening
- Gap between telescoping duct and HVAC opening
- Wire harness is underneath duct



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Telescoping duct extension: GOOD

- Telescoping duct is fully telescoped outwards
- Duct is in 2nd detent position



Telescoping duct extension: BAD

- Telescoping duct extended too far past 2nd detent
- Needs to be located exactly in 2nd detent where tactile "click" is felt



Telescoping duct extension: BAD

- Telescoping duct not extended far enough – before 2nd detent



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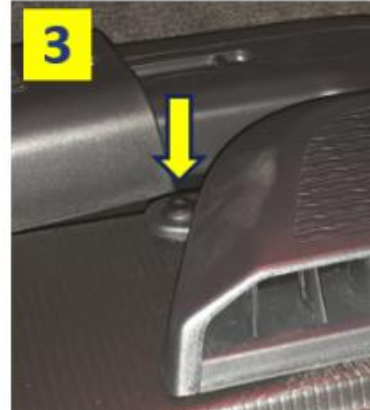
Push Pin



Align holes in the HVAC duct assembly and the battery cover and place push pin on hole



Push down to engage push pin outer sleeve



Push down again to fully engage push pin

If push pin is bent on installation, a short length screwdriver is required to remove the push pin by unscrewing (CCW) and a new push pin is to be used

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Finished Assembly



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