



## STAR ONLINE PUBLICATION



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**Case Number:** S2124000006

**Release Date:** May 2021

**Symptom/Vehicle Issue:** Customer Indicates The AC Compressor Is Loud At Times.

**Customer Complaint/Technician Observation:** While driving the vehicle in certain operating conditions the vehicle AC systems seems louder than normal.

**Discussion:** The condition that the customer is hearing is considered normal operation. With the ICE off and the vehicle operating in "Electric" mode, the noise level from the AC Compressor may be noticeable, especially from outside the vehicle. This is normal and no repairs are necessary.

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**