



## STAR ONLINE PUBLICATION



**Case Number: S2124000010**

**Release Date: May 2021**

**Symptom/Vehicle Issue:** Blower Motor Noisy When Running System On Max. Blower Changes Speeds Without Customer Input.

**Customer Complaint/Technician Observation:** Customer complaints of noisy blower motor when running system at Max AC, Max Defrost, or High Blowers. Either SYNC'd or Not SYNC'd. Customer complaints of Blower Motor speed changing without warning.

**Discussion:** With the vehicle idling and the doors closed, run the HVAC system with the front airflow set to blower bars 1 or 2, and the rear airflow set to OFF. Then turn the rear on by hitting the SYNC button. It is noticed that the blower fan in front of the 1st row passenger will increase in speed. Now if increasing the speed of the rear airflow from 1-2 to 7, again will hear the blower fan speed increase, while the front airflow stays the same (low).

The WL vehicles utilize a Super Unit HVAC System, which is unique for new vehicles. This means that the HVAC unit in the front, under the dash, provides airflow to ALL 3 Rows of passengers. Therefore, when the 2nd or 3rd row passengers change their airflow demand, the blower fan speed change noise will primarily be

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**Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found**



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heard in the front right corner of the vehicle, Not the Right rear corner of the vehicle as with the current WD or RU vehicles.

This is all normal operation and no repairs need to made to correct this operation.

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