

STAR ONLINE PUBLICATION

Case Number: S2224000003

Release Date: March 2022

Symptom/Vehicle Issue: AC Does Not Blow Cold

Discussion: Customer states AC does not blow cold air at all.

Verification: It was determined that a recently released software level was bad and was causing the driver for the AC solenoid to be inoperative. This software has been corrected and released with the newest R33 Recall for all new vehicles identified after the clean point.

For any vehicles that were flashed with the original TSB 08-043-22 and caused AC operation to be inoperative, they can be re-flashed with TSB 08-043-22 REV. B.

All other vehicles that exhibit TSB 08-043-22 REV. B concerns can follow the normal TSB process for repair.

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