

STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Cold Air blowing incorrectly during Floor Vent Settings

Discussion: Customer indicates they feel cold air coming out of the vents while on the floor settings.

Verification: This condition can be noticed when running the HVAC in the front of the vehicle with the rear HVAC off. The rear zone will stay relatively cooler being in the off position. When the front zone starts to warm up and get hot, the air will gradually rise and start to cause air movement and create a draft from the rear of the vehicle. The cold air will move towards the hot air causing a cool feeling in the front zone. This can be felt near upper portion of the dash and headliner.

To correct this condition, we suggest to have the rear zone operating to keep the entire vehicle at a relatively even temperature and minimize temperature differences.

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