



## STAR ONLINE PUBLICATION



**Case Number: S222400007**

**Release Date:** May 2022

**Symptom/Vehicle Issue:** Vehicle Center Console Is Warm During HVAC Operation

**Customer Complaint/Technician Observation:** When using the HVAC system rear heat on "HI" constantly, the center console can become warm.

**Discussion:** An improvement for this condition is currently being worked on and is expected to be available to improve customer's satisfaction in the 3<sup>rd</sup> quarter of 2022. At this time it is recommended to utilize the rear system on "AUTO" to allow the HVAC system to regulate the cabin temperatures. This will reduce the amount of constant warm air flowing through the center console.

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**