



## STAR ONLINE PUBLICATION

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**Case Number: S2224000003**

**Release Date: March 2022**

**Symptom/Vehicle Issue: AC Does Not Blow Cold**

**Discussion:** Customer states AC does not blow cold air.

**Verification:** Recently, a potential software error may have caused the driver for the AC solenoid to become inoperative. Updated software has been released as part of CSN Z33 for all new vehicles identified after the clean point.

Since vehicles may have been updated in service with similar software, updated software has been made available per TSB 08-043-22 Rev. B and for similar vehicles which may exhibit this concern

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**