



STAR ONLINE PUBLICATION



Case Number: S2224000010

Release Date: September 2022

Symptom/Vehicle Issue: Wind Whistle Noise From Passenger Side Dash Board Area While Driving 45+ MPH

Customer Complaint/Technician Observation: Customer complaint of whistle or rushing wind noise from the passenger side dashboard area. To verify whistle is coming from where the air inlet housing and bulkhead meet, test drive the vehicle at 45mph or above. While driving, select and de-select the air recirculation button and verify if the noise changes. If noise changes, proceed with the repair procedure below.

If noise does not change, refer to Star Online Publication S2023000037 for other whistle noise diagnostic steps

Discussion: After verification that the whistle noise is coming from where the air inlet housing and bulkhead meet, complete the removal of the air inlet housing as specified in the workshop manual.

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

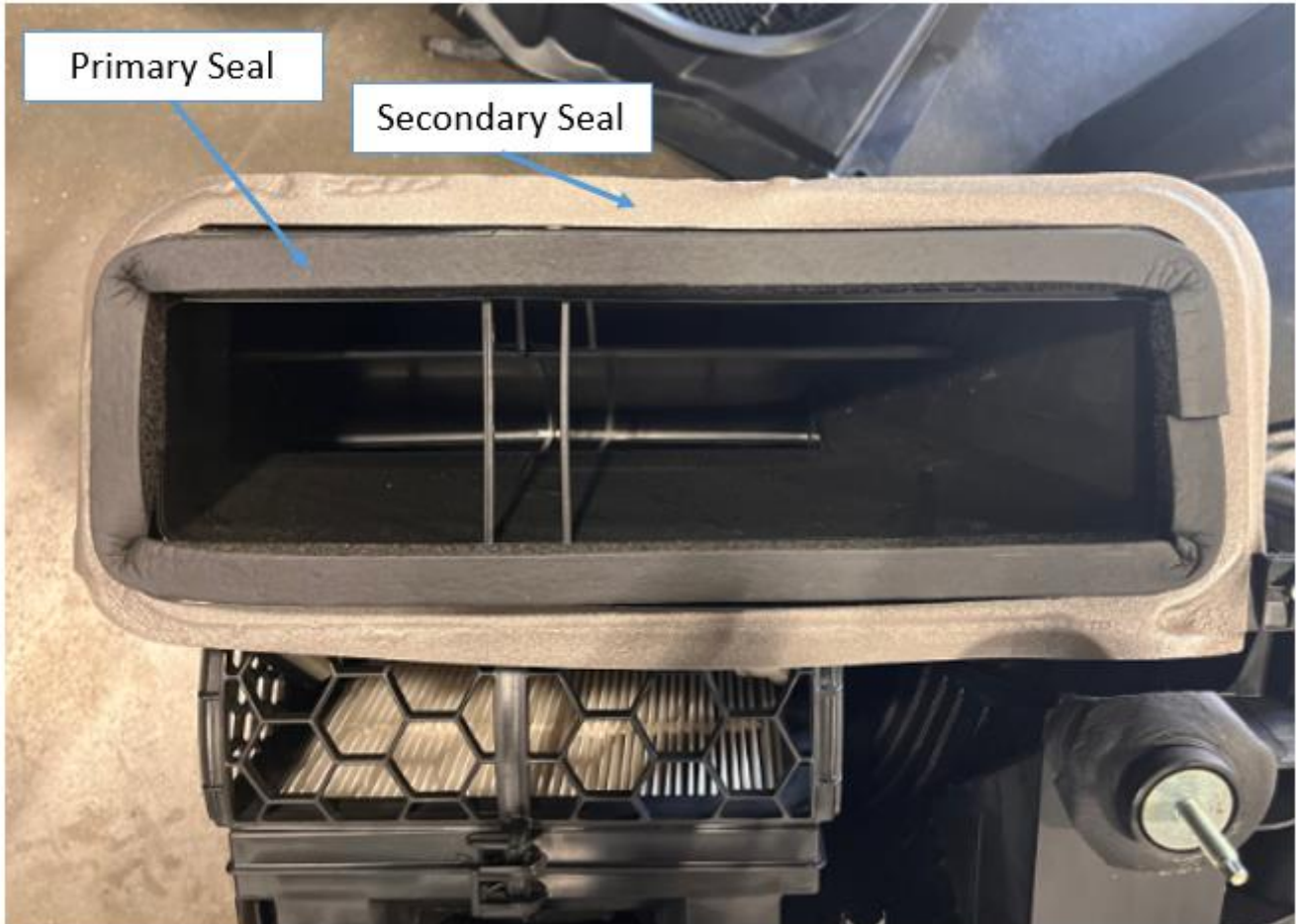


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1. Verify that there are no issues with the air inlet housing foam seals.

Air Inlet Housing



- I. Inspect air inlet housing primary seal and verify the seal is properly installed (not rolled or deformed).
- II. If foam seals look ok, no changes need to be made to the air inlet housing.

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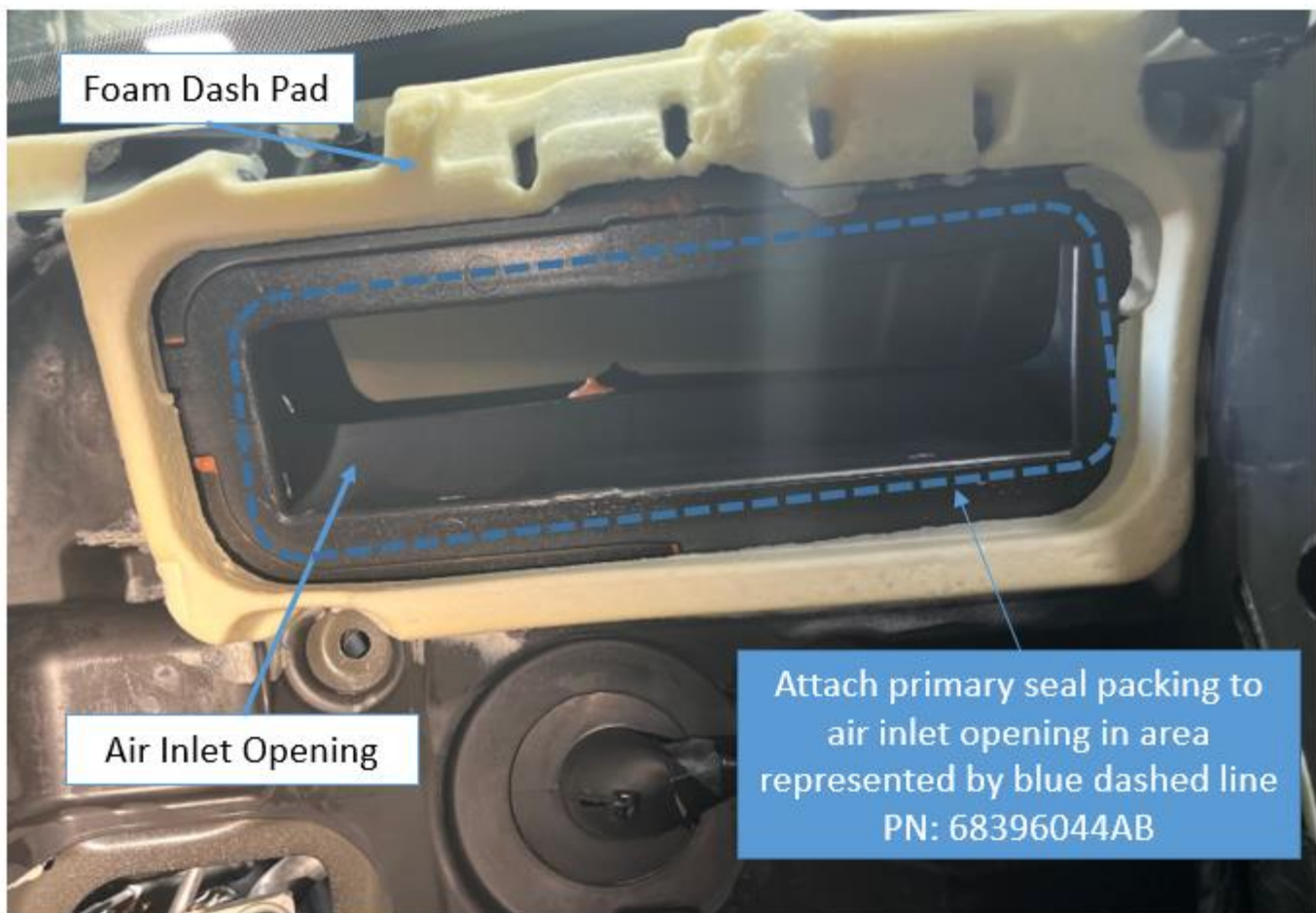


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2. Verify there are no issues with the air inlet opening in the bulkhead

- I. Inspect air inlet opening and verify there is no access foam flashing obstructing the sealing surface. If there is, cut and remove.
- II. Apply primary seal from air inlet housing seal kit part number 68396044AB to air inlet opening area represented by blue dashed line in above picture yet.
- III. Reassemble HVAC to vehicle and verify whistle noise is gone.



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