



STAR ONLINE PUBLICATION



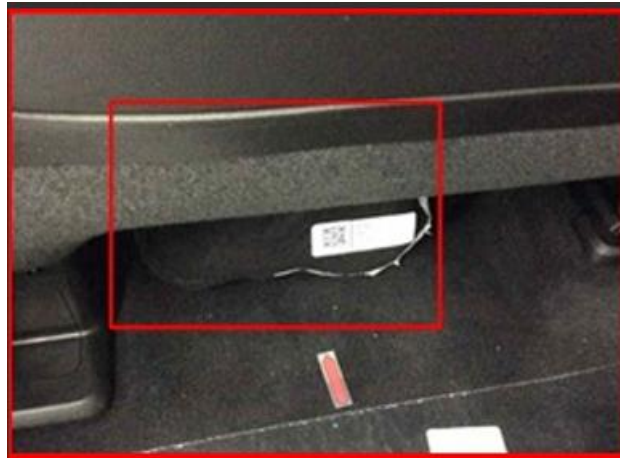
Case Number: S2223000034

Release Date: April 2022

Symptom/Vehicle Issue: Ventilation Seat Cushion Is Not Cooling.

Customer Complaint/Technician Observation: Technician or vehicle operator may state the seat doesn't feel like it is cooling. Seat ventilation fan is running but no flow is felt through the seat cushion.

Discussion: Inspect the under-seat ducting plenum. The plenum is attached to the motor assembly with a front and rear clip. Snap the clips into place. Lightly tug the plenum to ensure it is fully clipped into place.



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