

STAR ONLINE PUBLICATION

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Symptom/Vehicle Issue: Front HVAC Vents Default To Defrost, Driver Side Only Blows Cold.

Discussion: Customer states the HVAC air flow is not operating per system settings. The system is defaulting to defrost and can be found to only blow cold air on the driver or passenger side. Upon inspection multiple HVAC DTC's may be set as active or stored in the system for HVAC door position and travel.

This condition may be caused by 3rd row HVAC wiring and connectors masking the condition as a "Front HVAC issue". After all the front HVAC wiring, connectors and actuators have been inspected with no trouble found and the system is still setting multiple HVAC system DTC's and/or the front HVAC settings are defaulting to defrost. Inspect the rear/3rd row HVAC connectors and wiring for connectors not fully seated and/or poor pin fitment in connectors.

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