



STAR ONLINE PUBLICATION



Case Number: S2324000002

Release Date: January 2023

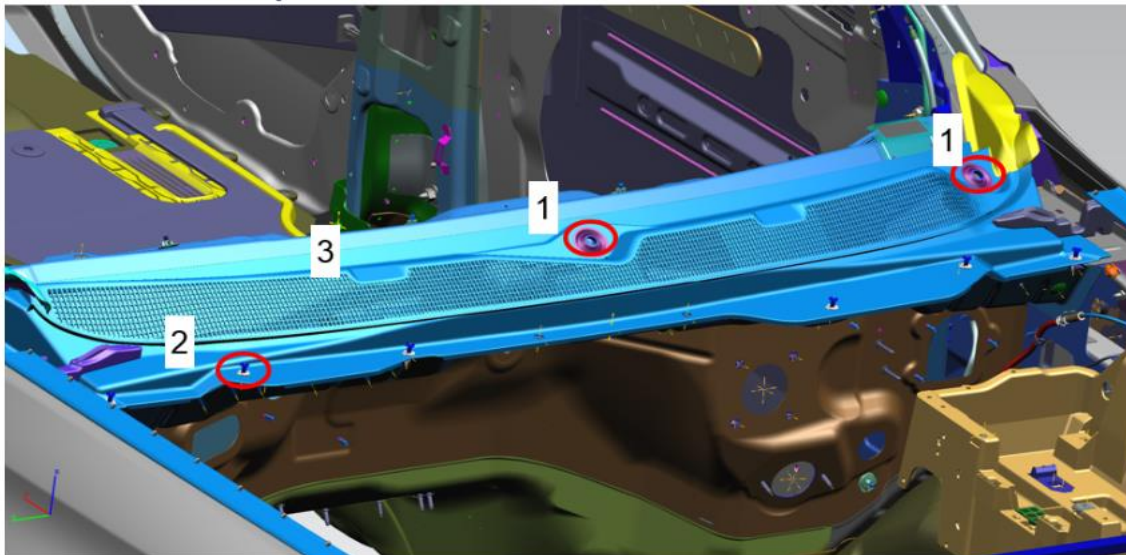
Symptom/Vehicle Issue: Customer Indicates Heat Is Blowing Warm Not Hot.

Customer Complaint/Technician Observation: Inspect cabin air filter for being wet or damp.

Discussion: A Blocked cowl/plenum drain can lead to water intrusion into the cabin air filter. If it gets wet or freezes the airflow will be reduced and effect the consistency of heat into the cabin. Follow the process below to remove cowl blockages.

With Open Hood:

1. Remove both wipers from the unit, retain all parts and bolts
2. Remove 8 pins from cowl top screen, retain all pins for re-insertion once work is completed
3. Remove cowl top screen



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

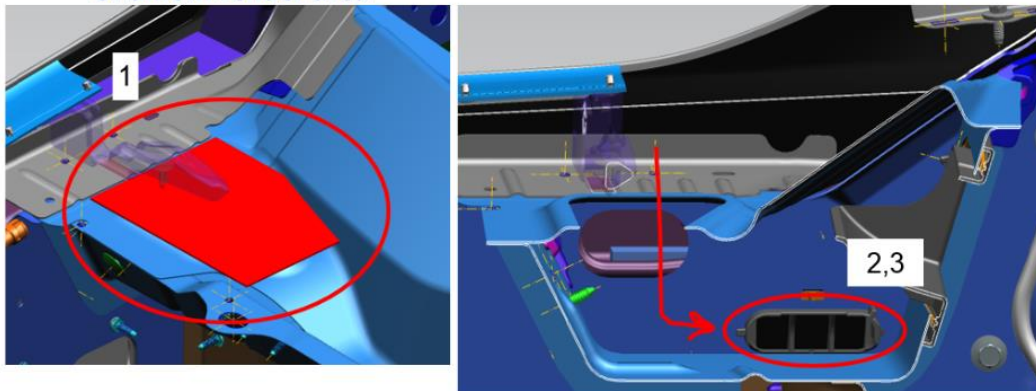


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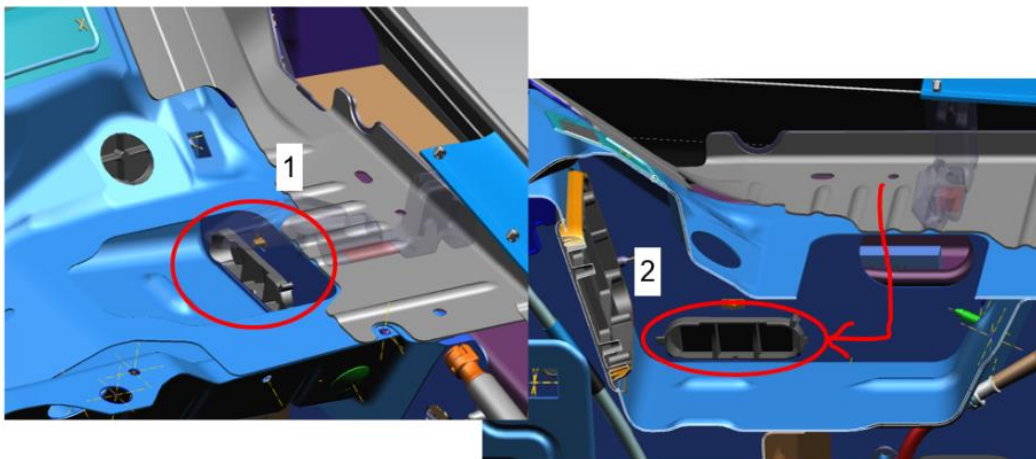
With Open Hood:

1. Remove foil-back butyl patch (take care unless back-up patch is available for re-application)
2. Inspect cowl side flapper baffle area for any obstructing objects
3. Reach into cavity and push flap open by reaching between slots shown on baffle to ensure it is not stuck or kept shut from objects on outside of unit in fender area



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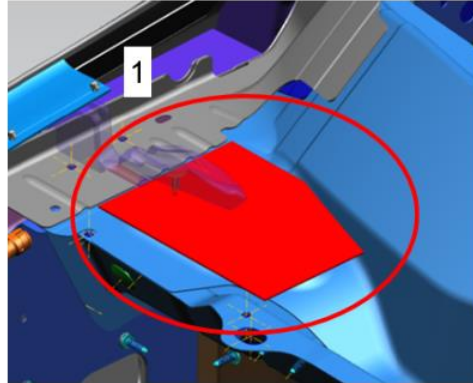


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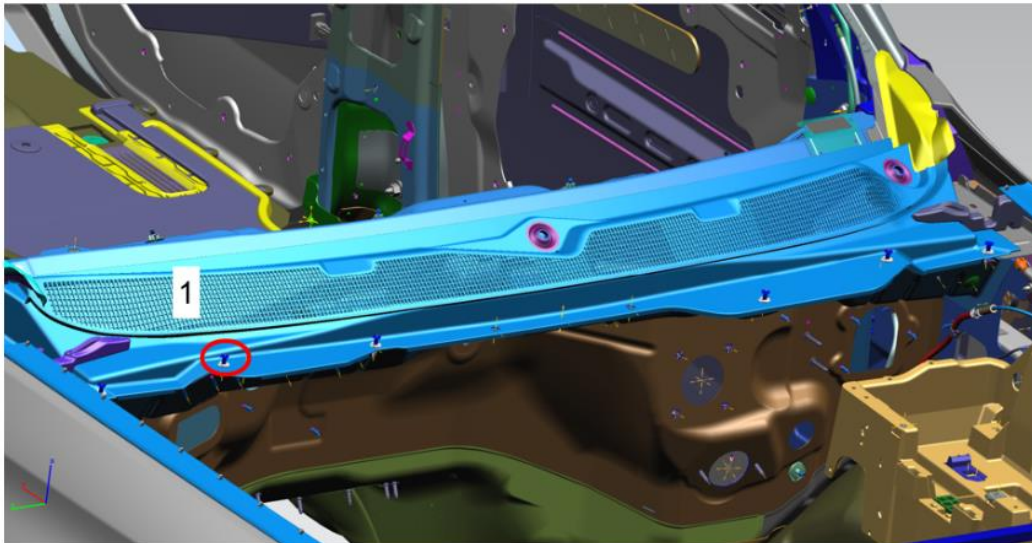
With Open Hood:

1. Re-install foil-back butyl patch by pressing down on mating surface to seal against cowl top



With Open Hood:

1. Re-install cowl screen and insert all 8 push-pins correctly



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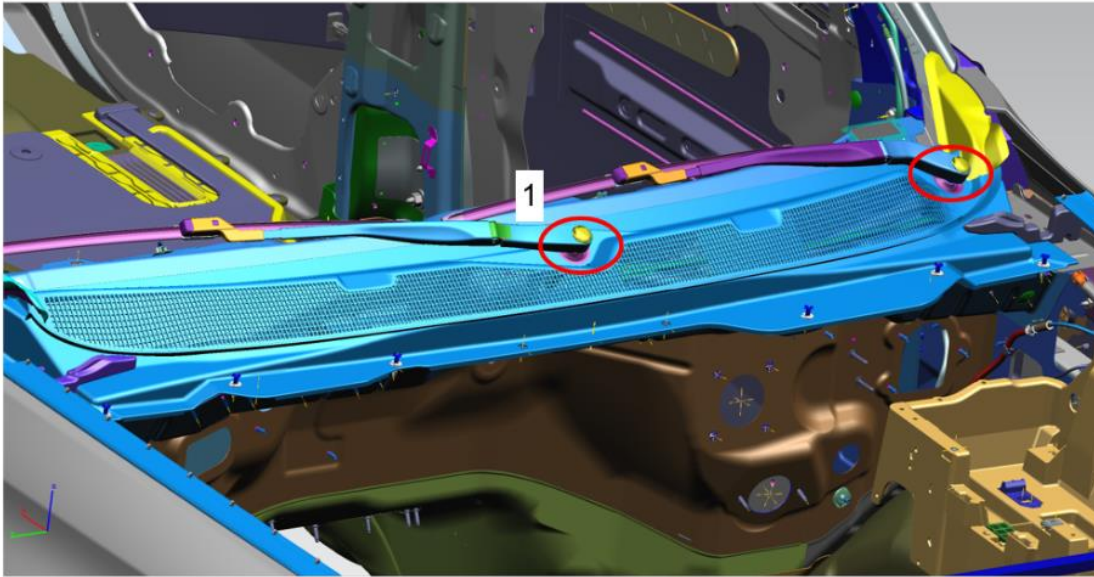
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1. Reinstall wiper arms insuring alignment and proper torque



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