



STAR ONLINE PUBLICATION



Case Number: S2324000006

Release Date: April 2023

Symptom/Vehicle Issue: Customer Indicates Low Air Flow Coming From Vents.

Customer Complaint/Technician Observation: Upon inspection it can be found that the rear center console vents have minimal air flow. Verify vents are fully opened, if vents are opened and low air flow is found further inspection is necessary.

Discussion: Remove the center console and inspect the air duct to ensure it has holes present in the structure. (See Below) If it is found to have a 2 zone air duct, it is necessary to order and replace with a 4 zone air duct from STARPARTS.

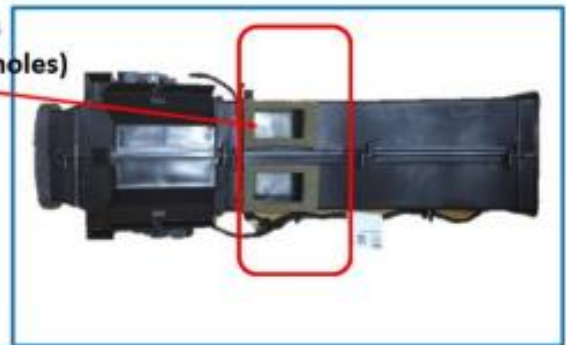
Incorrect Component

2 Zones
No (Holes)



Correct Component

4 Zones
(It has holes)



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