



STAR ONLINE PUBLICATION



Case Number: S2324000007

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Symptom/Vehicle Issue: Customer Indicates Low Air Flow Coming From Rear 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 rear air duct to ensure proper connection is made. If it is found that the air ducts under the console are misaligned (see below), connect the two ducts and ensure they are properly seated into each other. Reassemble the vehicle and retest for proper operation.



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