



STAR ONLINE PUBLICATION



Case Number: S232400009

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Symptom/Vehicle Issue: Driver Side Vents Blow Warm/Cool Air On When Using AC.

Customer Complaint/Technician Observation: When using AC the driver side blows warm/cool air, not cold.

Discussion: Inspect drivers side temp door for full range of movement. When manually moving the door from the actuator location, if it is felt to only be moving partially or has resistance, the HVAC assembly needs to be removed and inspected for internal box binding. The distribution channel may come in contact with the temp door and prevent full range of motion.

The housing will need to be replaced, prior to replacement ensure the new housing does not have this condition.

The reference image is an example of how the distribution housing can enter the doors range of motion and prevent 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