



STAR ONLINE PUBLICATION



Case Number: S2324000012

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Symptom/Vehicle Issue: Customer Indicates Whistle Noise Coming From The Rear Of The Vehicle.

Customer Complaint/Technician Observation: Piece of the foam seal around the rear HVAC outlet is out of place.

Discussion: Remove foam seal from rear HVAC housing outlet and replace the seal with a new seal. Ensure it is properly seated prior to HVAC outlet installation.



Correct HVAC Module Outlet Seal



Incorrect HVAC Module Outlet Seal

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