



## STAR ONLINE PUBLICATION



**Case Number:** S2424000009

**Release Date:** October 2024

**Symptom/Vehicle Issue:** AC Inoperative After Extended Driving Periods.

**Customer Complaint/Technician Observation:** Customer indicates that the AC is inoperative after long drive periods greater than 30-45 minutes.

Further investigation shows that the AC system has frosted lines and the evaporator is freezing, causing lack of air flow into the cabin. This resulting in a warmer air feeling coming from the vents.

Inspect the system for restrictions, if the system is found to have a restriction at any point in the AC loop prior to the EVAP replace the necessary line or component and retest. If the system is not showing signs of restriction and the evaporator is freezing do not replace the evaporator. The cause of this condition is being investigated by engineering currently.

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, eCONTACT or Service Library entry if no solution is found.**