



## STAR ONLINE PUBLICATION



**Case Number:** S2508000006

**Release Date:** January 2025

**Symptom/Vehicle Issue:** Increased Sensitivity Of Climate Control Panel After Warming The Cabin In Cold Weather

**Discussion:** When the Climate Control Panel or HVAC Controls positioned under the radio screen transitions from cold to warmer temperatures, the proximity feature is turned on unintentionally. This can occur on cold morning 33°F or lower when the cabin warms up to 70°F or more. The proximity feature is unintentionally making the Climate Control Panel hypersensitive, pressing 1 button gets translated as pressing multiple buttons.

An updated Climate Control Panel is being developed. The new part will be released to the field through a TSB or RSU with a tentative release date of Q1 2025. **Do not replace the panel until its released** as current replacement stock will operate the same. If this issue occurs, the HVAC system can still be adjusted by the customer using the radio touch screen.



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**