



## STAR ONLINE PUBLICATION



**Case Number:** S2524000008

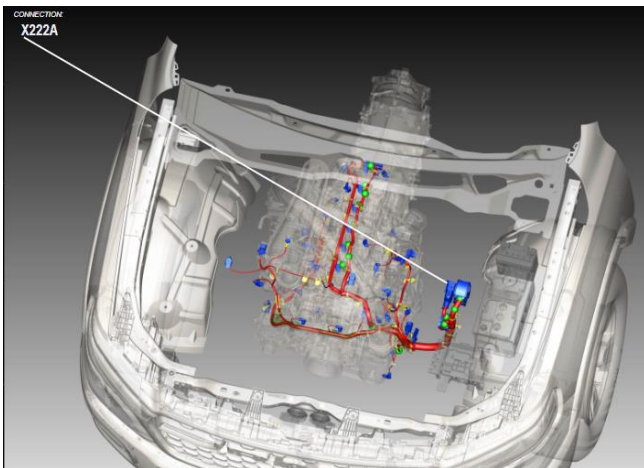
**Release Date:** July 2025

**Symptom/Vehicle Issue:** Customer Indicates The Air Conditioning Blows Warm

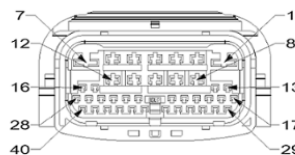
**Complaint/Technician Observation:** During inspection the vehicle has the A/C inoperative or intermittently inoperative. Monitoring the A/C compressor it is visually seen that the A/C clutch is not engaging.

Further diagnostics shows that the circuitry following A/C compressor is testing ok. Load testing the circuits will show no faults, testing for a short or open in the circuitry also shows no circuit faults.

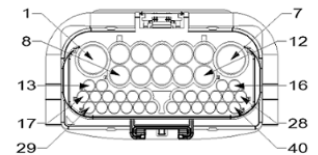
During diagnostics at the X222A connector it was seen that when connecting the connector pin terminal-11/circuit C13 slightly pulled out of the connector creating a loss of pin tension creating intermittent functionality.



Mating Side:



Wire Insertion Side:



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.**



## STAR ONLINE PUBLICATION



If this condition is found, reinsert the pin terminal, ensure that the terminal “clicks” into place to lock in. Retest operation, if A/C operates normally return vehicle to the customer.

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.**