



## STAR ONLINE PUBLICATION



**Case Number:** S2524000009

**Release Date:** September 2025

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

**Complaint/Technician Observation:** Upon further investigation the customers vehicle blows warm air when air conditioning is turned on. In conjunction with air blowing warm, the air may emit a musty odor or unusual smell when blowing through vents.

This condition can be linked to a leaking evaporator. Inspect for a leak using a UV light or sniffer tool at HVAC housing drain outlet or around the evaporator itself. If dye is found or the sniffer indicates a leak replace the evaporator and retest 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, eCONTACT or Service Library entry if no solution is found.**