



STAR ONLINE PUBLICATION



Case Number: S2524000009 REV. A

Release Date: July 2026

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

Models Affected:

2025-2026 Jeep Grand Cherokee (WL)

2025-2026 Chrysler Pacifica (RU)

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.

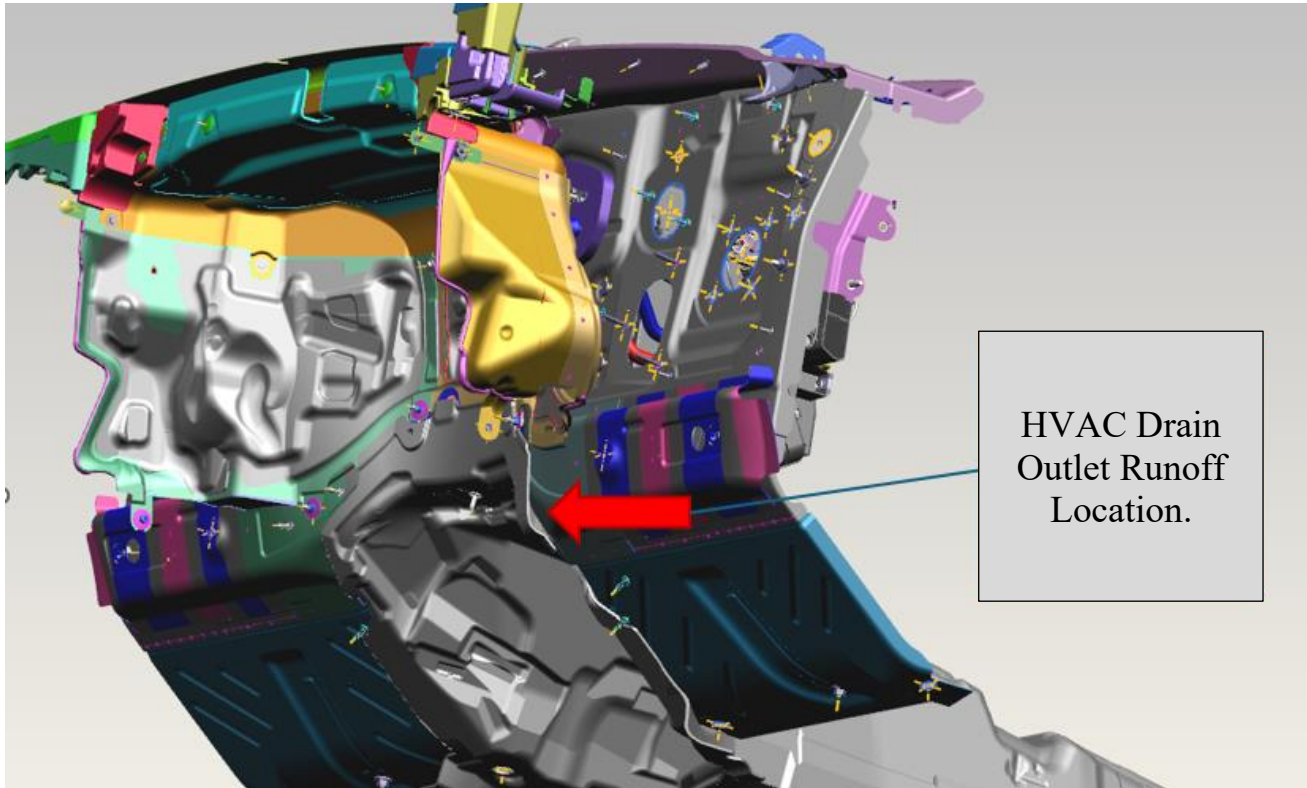
Discussion: Ensure all A/C connection points, including schrader valves, are visually inspected for signs of refrigerant dye leakage. If no visual dye is present and no leak indications are detected using a UV light and/or refrigerant sniffer, inspect the HVAC evaporator drain outlet area for possible signs of refrigerant. Evidence of a leaking evaporator may be found in the drain runoff area at the HVAC drain located on the bulkhead. See figure below for HVAC drain outlet run off location.

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.



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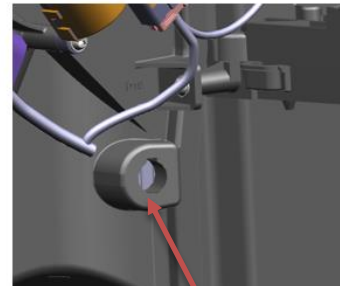
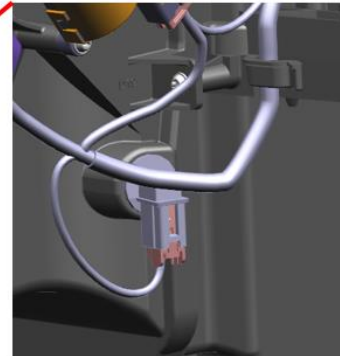
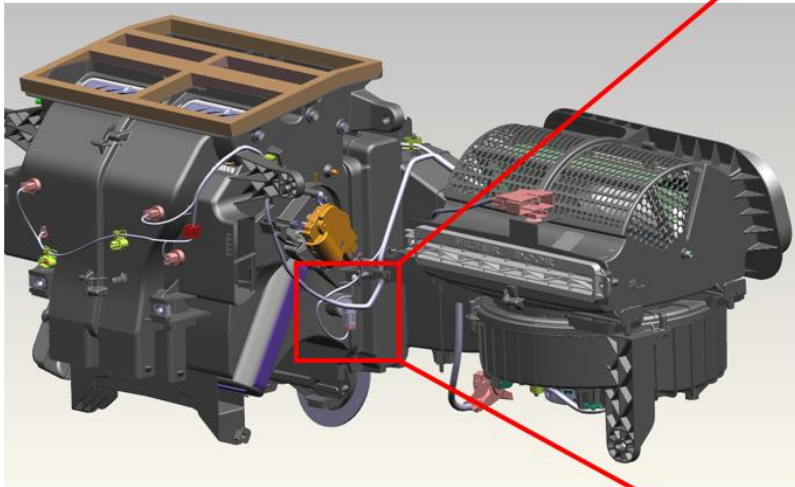
The evaporator temperature sensor may also be removed to allow careful insertion of a refrigerant sniffer probe near the evaporator core to aid in leak detection. If no leak can be identified through these inspections and the vehicle has experienced multiple dealer visits for low refrigerant concerns, create a STAR case for further assistance.

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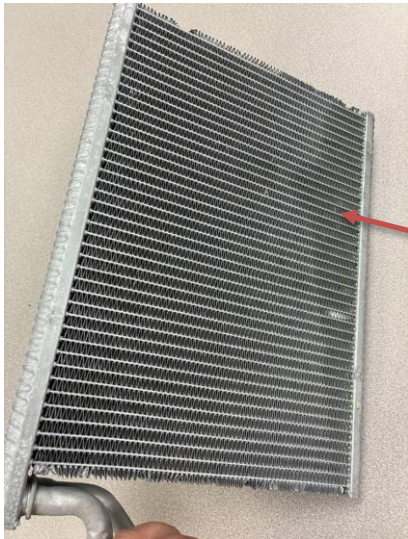
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Insert Sniffer in
Evaporator Sensor
Opening



Example of refrigerant
leaking on evaporator

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