

## STAR ONLINE PUBLICATION

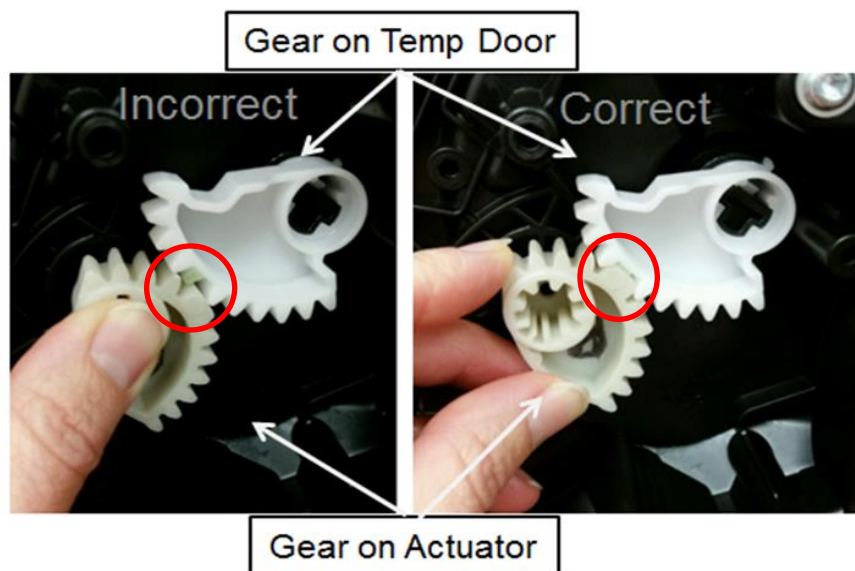
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**Case Number:** S1824000004

**Release Date:** 03/12/2018

**Symptom/Vehicle Issue:** HVAC Has Unequal Heat Or Cooling

**Discussion:** If a customer has a concern of one side of vehicle being warmer or colder than the other, the gear set between the actuator and temperature door could be misaligned and have come apart from each other. If the gear set is out of “timing”, the actuator does not need to be replaced. Correcting the gear tooth alignment will repair the condition.



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**