

Reference	SSM74282
Models	F-PACE / X761
Title	Lower Than Expected Airflow From the HVAC / Abnormal Noise During Blower Motor Operation
Category	Electrical
Last modified	11-Feb-2019 00:00:00
Symptom	208000 Climate Control

Content	<p><u>Issue:</u> A customer may report lower than expected HVAC airflow or abnormal noise when the blower motor is operated at maximum speed.</p> <p><u>Cause:</u> This may be caused by a restricted pollen filter.</p> <p><u>Action:</u> Replace the pollen filter and test the vehicle to determine if this resolves the customer concern. If the concern is resolved, inspect both the RHF/LHF fender splash shields and the front windscreen cowl panel for correct installation. Correct any installation concerns and submit an EPQR with details of the repair and include the following information.</p> <ol style="list-style-type: none">1. Describe the typical customer driving conditions e.g. % of normal highway and driving on any dirt roads or heavily salted roads.2. The customer's typical HVAC settings. e.g. auto mode/manual mode/blower motor speed/recirc mode. <p>If the new pollen filter does not resolve the concern continue with normal diagnosis of the HVAC system and blower motor and report the resolution in an EPQR.</p> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p> <p>1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.</p> <p>3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.</p> <p>5 = Excellent – All required information provided to resolve the customer concern.</p>
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