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**Title:** Troubleshooting & Resetting HVAC Doors

**Applies To:** All 2010 and later vehicles with 0016WCT feature code

## DESCRIPTION

**HVAC Doors Stuck in Defrost Mode:** Many Technicians diagnose the HVAC doors stuck in the defrost position as a defective actuator door motor. In many cases the mode potentiometer or mode actuator is in a failure mode and has defaulted to the Defrost Only for the doors.

Perform the repair procedure below before replacing an actuator motor for door control.

## REPAIR PROCEDURE

**HVAC Doors Stuck in Defrost Mode:** To reset these doors, turn the ignition to the on position, turn the fan speed to any speed (1-7), remove the fuse box cover and remove the 30 amp fuse for the HVAC (ProStar position is F6A) wait approximately 1 minute then reinstall the fuse. You should hear the doors recalibrate, check for operation of all modes. If this does not repair the complaint continue diagnostics.

## DIAGNOSTICS

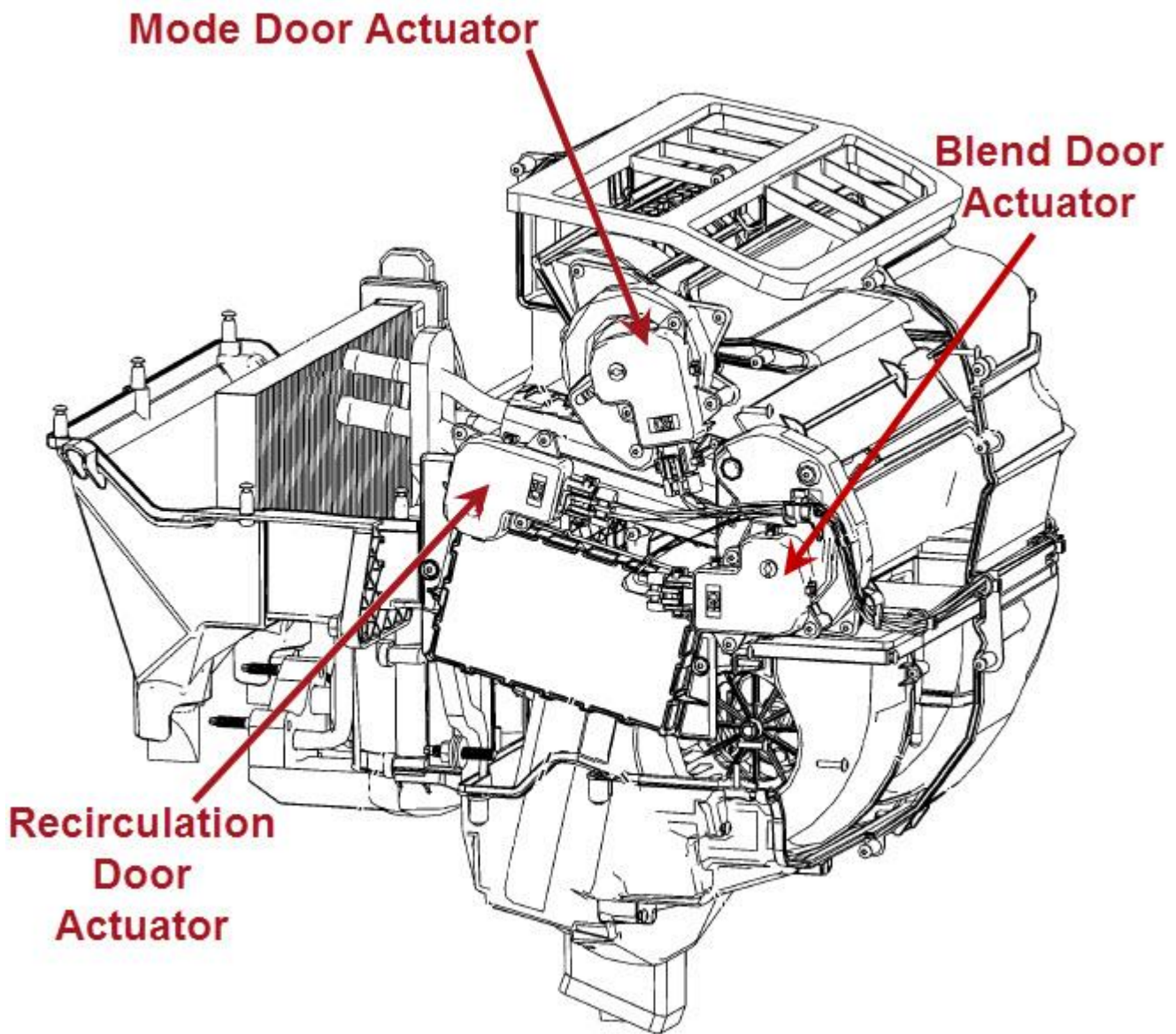
1. Remove the door actuator
2. Inspect the drive collar for any damage
3. Turn the door shaft by hand to verify it is not jammed or binding
4. Test the actuator motor with a 9 volt battery. The collar should turn smoothly in both directions. (Reverse battery polarity to reverse the motor's direction)
5. Proceed to door actuator circuit testing
  - o [Mode Door Actuator Circuit Test](#)
  - o [Blend Door Actuator Circuit Test](#)
  - o [Recirculation Door Actuator Circuit Test](#)

**Calibrating the Door Actuators:**

Whenever the door actuator motor is energized while disconnected (such as during testing), it must be recalibrated after it is reconnected. This can be achieved by any of the 3 following methods.

1. Turn the ignition to the on position, turn the fan speed to any speed (1-7), remove the fuse box cover and remove the 30 amp fuse for the HVAC (ProStar position is F6A) wait approximately 1 minute then reinstall the fuse. You should hear the doors recalibrate. Verify correct operation of all door controls.
2. Turn the ignition to the on position, turn the fan speed to any speed (1-7) disconnect the HVAC control panel assembly for at least 15 seconds. Plug the HVAC control panel back in. You should hear the doors recalibrate. Verify correct operation of all door controls.
3. Disconnect the vehicle battery for 15 seconds. Please note this method may result in disrupting other electrical equipment (radio presets, etc...) Reconnect the batteries. Turn the ignition to the on position. You should hear the doors recalibrate. Verify correct operation of all door controls.

**COMPONENT LOCATION**



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