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Coding Information

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Title: Troubleshooting & Resetting HVAC Doors

Applies To: All 2010 and later vehicles with Feature Codes 0016WCT and 0016WCS

Description

CAB HVAC Module doors are stuck or are moving to incorrect position. This includes the doors that control mode (Defrost, Panel, Floor, Fresh air, recirculation air) and temperature (Hot to Cold). Many technicians diagnose stuck doors as a defective actuator door motor. In many cases, the HVAC Control Head has lost the position of the Actuator/ Doors and simply needs to be recalibrated. Cycling the ignition does not recalibrate the actuator/ doors. Service manuals prior to July 2013 have incorrect information

NOTE:

Cycling the ignition does not recalibrate the actuator / doors. Service manuals prior to June 2013 have incorrect information.

Repair Procedure

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

To recalibrate Actuator/ Door positions with HVAC Control Head:

1. Turn the ignition to the on position
2. Turn the fan speed to any speed (1-7)
3. Set HVAC selector to Defrost Mode
4. Remove the fuse box cover and remove the 5 Amp fuse from Battery to HVAC Control Head (ProStar position is F1-B)
5. Wait approximately 30 seconds then reinstall the fuse
6. You should hear the doors recalibrate by moving from one extreme position to the other
 - Do not operate the control head during the recalibration
7. Start vehicle and check for correct operation of all modes and temperature

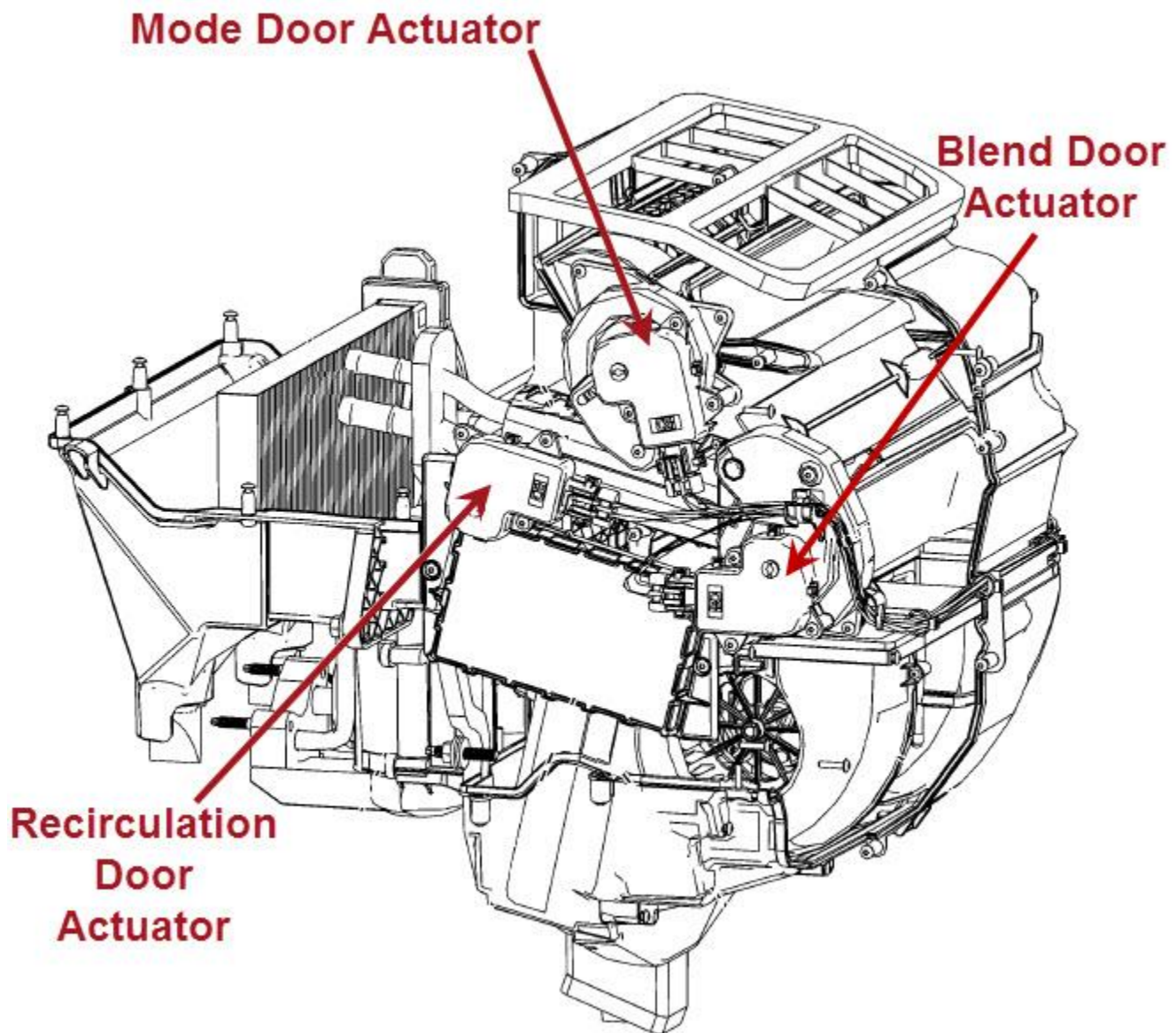
NOTE:

If this does not repair the complaint continue diagnostics per Service Manual

Diagnostics -- Perform all the steps above BEFORE removing the actuator

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
 - [Mode Door Actuator Circuit Test](#)
 - [Blend Door Actuator Circuit Test](#)
 - [Recirculation Door Actuator Circuit Test](#)

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