

STAR ONLINE PUBLICATION

Case Number: S2008000118

Release Date: 08/15/2020

Symptom/Vehicle Issue: HVAC Control Panel Illumination Inoperative

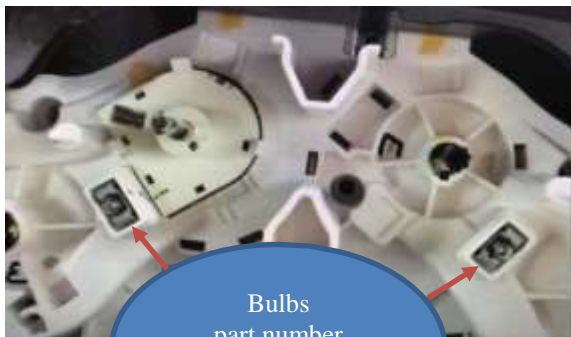
Customer Complaint/ Technician Observation: Owner complains that the HVAC control panel is dim on one side or not illuminating at all. Technician observed the HVAC panel backlighting does not illuminate all the controls evenly.

Discussion: HVAC control panels have two replaceable bulbs. Turn all the controls to the full off or stop position. Remove front trim panel with the appropriate trim stick. Replace both bulbs at the same time to complete; HVAC control panel assembly replacement is not required.

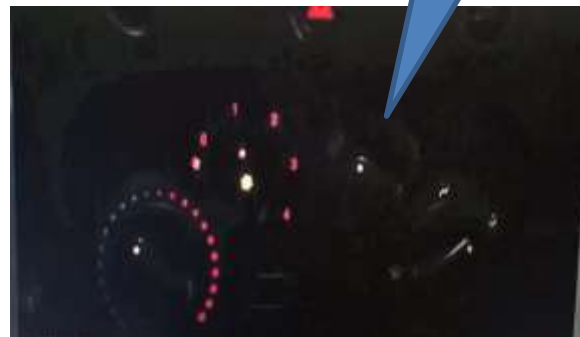
Trim stick
removal



Backlighting out on
one side



Bulbs
part number
68187313AA and
LOP 089091



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