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Case Number: S2124000003

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Symptom/Vehicle Issue: A/C Performance Not As Hot/Cold On Driver Side - DTC's B11CB-92, B11CB-11

Customer Complaint/Technician Observation: Customer reporting “A/C not as hot/cold on driver side” condition from the Climate system and DTC's B11CB-92 (Main/Left Temperature Door 1 Control-Performance or Incorrect Operation) and/or B11CB-11 (Main/Left Temperature Door 1 Control-Circuit Short to Ground) (Active or Stored

Discussion: If the customer complains about “A/C not as hot/cold on driver side” and if the vehicle presents mentioned DTCs (active and/or stored), the vehicle must be checked for:

1) Read resistance on ACTUATOR, Blend Door (Driver Side, located on the bottom of the HVAC nearby to the center console). Please see Fig 1 the resistance range and pin location.

- a) If resistance out of spec, replace the actuator and continue to Step 2 and 3.
- b) If resistance in spec, continue to step 2.

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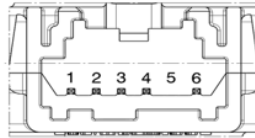
Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



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Fig 1



Component to measure	Pin measurement	Acceptance range	
Potentiometer	2 to 3	2.8 to 5.2 K Ω	
Motor	1 to 6	Ambient Temp	Resistance and tolerance at all conditions
		Nom: 23°C	33.14 ~ 54.01 Ω
		Min: - 40°C	22.5 ~ 45 Ω
		Max: 85°C	37.92 ~ 75.84 Ω

Fig. 1 Resistance check for the blend door actuator

2) Look for water/coolant residue/marks beneath the HVAC case for intrusion into the lower Actuator and/or cabin. If water stains or marks are found, please proceed to replace the Blend door actuator. If not please proceed to step 3.

3) With a borescope inspect the interior of the HVAC drain pipe in order to see if there is any obstruction or blockage impeding the proper drain of water. Please see Fig 2 for reference on the drain pipe blockage

a) Clear HVAC drain tube if needed

b) Look for any water pass to the HVAC unit, through the harnesses, coolant leak to the heater or seals misplaced.

4) In case there is no water intrusion evidence, from inspection steps 1 to 3, please proceed to calibrate the actuator and confirm temperature is changing from cold to hot on the driver side.

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Fig 2



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