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Case Number: S222400006

Release Date: May 2022

Symptom/Vehicle Issue: Passenger Front Cabin Unable To Achieve Temperature Set Point.

Discussion: Passenger DAT (discharge air temperature) sensors are positioned incorrectly. Panel and Floor sensors are swapped, causing inability to achieve temperature set point.

Start vehicle and idle for 3 minutes

– Operate HVAC to Floor Mode, Full Hot (Sync), Blower Speed 5

1. Measure DAT sensors through vehicle software

– During the 3-minute engine warmup, open wiTECH and focus on the Panel & Floor temperature sensors

– Floor & Panel sensors will increase as the cabin heats, however, one sensor will slowly increase, and the other will increase at the rate of the cabin warmup

– As the engine warms, the Floor sensor shall increase at a faster rate than the Panel sensor

– If after 3 minutes, the Panel sensor is warmer than the Floor sensor the sensors are in the incorrect locations.

2. Perform the following process to relocate the sensors to the correct positions.

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

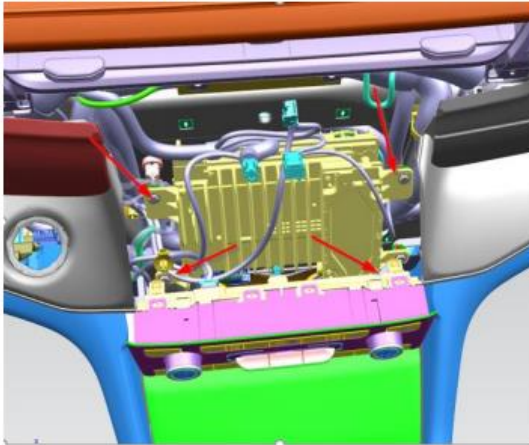


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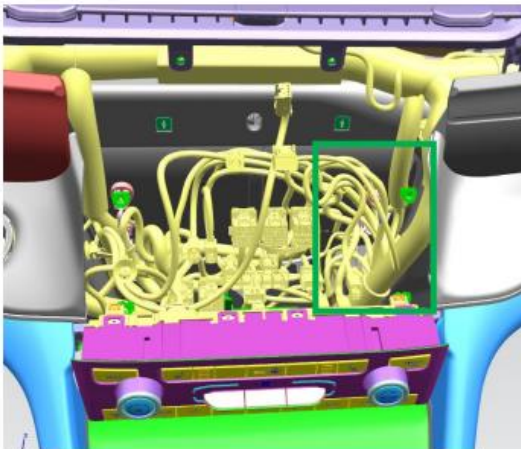
Uninstall Module

- Remove module behind the radio screen
 - Module is held in place with four screws
 - Disconnect all module harnesses



Locate DAT Sensors

- Move the wire harness bundle to locate the HVAC module and its DAT sensors
 - DAT sensors located on the Passenger Side of the HVAC



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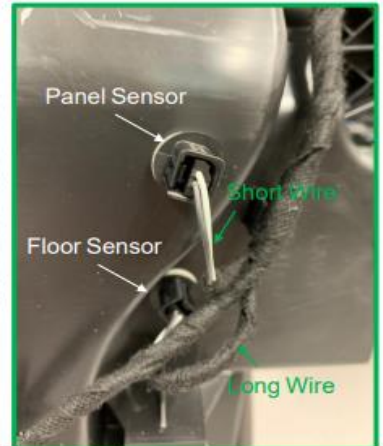
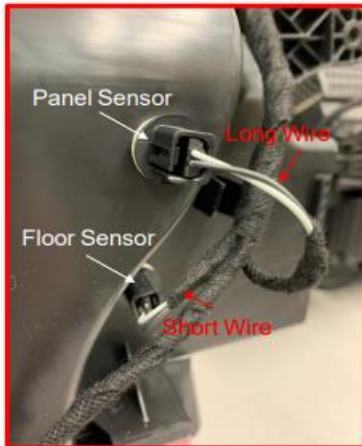
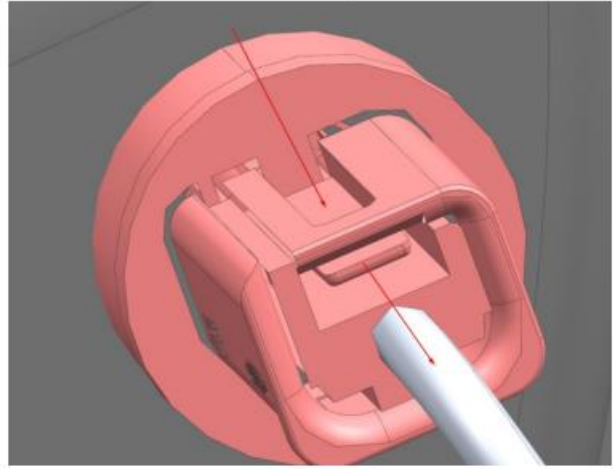


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Unplug & Swap DAT Sensors

- Remove both Panel & Floor DAT sensor connectors
 - Connectors need to be unplugged from their housings
 - Press down on the connector retention feature and pull the connector out of the Sensor Housing



Step 1: Identify Sensor Wires

- Identify if the sensors are installed properly
- Shortened sensor shall be installed into the upper (Panel) sensor
- Longer sensor shall be installed into the bottom (Floor) sensor

Step 2: Uninstall Sensors

- If sensors are installed incorrectly, use a tool to remove both sensors
- Press down on the locking mechanism and pull the sensor out of the DAT Housing
- Repeat this for both sensors

Step 3: Reinstall Sensors

- Carefully insert the sensors into the correct housings, ensuring the sensor is fully inserted
- Insert the short sensor into the upper (Panel) DAT Housing, and the long sensor into the bottom (Floor) DAT Housing

Step 4: Confirm Sensor Placement

- Ensure the short sensor is installed into the upper (Panel) sensor, and the long sensor is installed into the lower (Floor) sensor
- Once both sensors are properly installed, begin reassembling the IP

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