



## STAR ONLINE PUBLICATION



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**Case Number: S2224000001**

**Release Date: January 2022**

**Symptom/Vehicle Issue:** Customer indicates AC does not blow cool air. Possible DTC B11FE-11 or B11FE-15 Variable Compressor Control Circuits.

**Customer Complaint/Technician Observation:** If the customer brings the vehicle into the shop and this condition is present with or without the codes present inspect the AC compressor C2 for pushed out terminals. The C27 circuit has been found in previous cases to look visually inserted but not fully seated in the connector.

**Discussion:** For this condition ensure all circuits are fully seated in place by pulling the wire and ensuring the tab is locked. It may be necessary to press the terminal in to allow the locking tab to seat fully and lock the terminal in place. If the connector or circuits are damaged in any way replace as necessary.

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**