



STAR ONLINE PUBLICATION



Case Number: S2224000012

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Symptom/Vehicle Issue: On Vehicles With Sales Code HCD A/C Delete, after performing TSB 18-025-22 REV C Air Conditioning DTC's Are Present.

Customer Complaint/Technician Observation: Vehicle is setting A/C DTC's, but it does not have A/C.

Discussion: If the flash for TSB 18-025-22 REV C was performed and the vehicle is now setting codes for A/C please perform the following process to reset the PCM.

- Unplug the HVAC module.
- Turn the vehicle to Run/ACC.
- Using a scan tool reset the PCM in wiTECH.
- Once the PCM has been reset, start the vehicle, then plug in the HVAC module.
- Allow the vehicle to run for 2-3 minutes with everything plugged in, then shut the vehicle off.
- Restart the vehicle clear the codes if any and retest.

If the A/C DTC's are gone return the vehicle to the customer. If you are still having A/C faults please reach out to STAR for further assistance.

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