



STAR ONLINE PUBLICATION



Case Number: S228A000013 – Rev. A

Release Date: June 2023

Symptom/Vehicle Issue: Comfort And Convenience Display Module (CCDM) Will Intermittently Change Functions On Its Own

Discussion: Customer may indicate rear HVAC system changes from the front display and or hears rear HVAC functional changes. Rear Comfort and Convenience Display Module (CCDM) will intermittently change function (fan speed, etc) on its own. This may be referred to as a "Ghost Touch".

To isolate the Rear CCDM for a Ghost Touch, the technician should lock out the Rear CCDM from the Front CCDM. If condition continues, the Front CCDM will need to be replaced. If the condition stops, unlock the Rear CCDM and watch for the condition to reoccur and replace the Rear CCDM.

To aid in diagnostics, after vehicle engine is up to temp, run vehicle with heat and blower motor on high and run for 15-20 mins to help bring displays up to temp. Have head lights off, have radio theme set in daytime/light mode. Then try and reproduce issue. If issue is not able to be duplicated, open a STAR case, and submit a Vehicle Scan Report (VSR).

If this issue is reproduced, replace the suspect display with the latest part number. These will have enhanced firmware:

68438396AK – CCDMF (Cabin Comfort Display Module Front)
68438397AI – CCDMR (Cabin Comfort Display Module Rear)
68438398AI – CCDMR (Cabin Comfort Display Module Rear)

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, eCONTACT or Service Library entry if no solution is found.



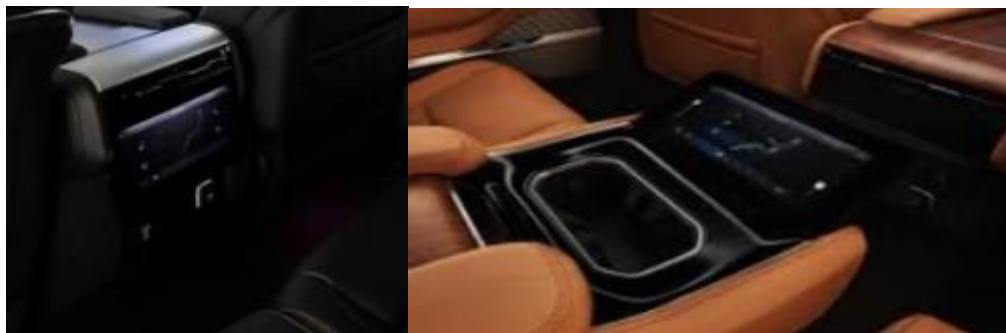
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Picture of CCDM Front showing Rear Lock/Unlock Graphic



Cabin Comfort Display Module Front



Cabin Comfort Display Module Rear

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