



## STAR ONLINE PUBLICATION



**Case Number:** S2424000003 REV.A

**Release Date:** August 2024

**Symptom/Vehicle Issue:** AC INOP With DTC B3A11 - AC REFRIGERANT EXPANSION VALVE ACTUATOR CONTROL PERFORMANCE

**Customer Complaint/Technician Observation:** Customer indicates that the AC is INOP. Further investigation shows that DTC's B3A11 is present.

**Discussion:** This DTC will turn off the AC compressor to prevent liquid flowing into the compressor and causing physical damage to the compressor. When the code is erased the compressor will re-engage and allow compressor operation again as long as the condition is not present. With this condition the code can come back within a few minutes, hours, or days.

If the DTC remains active constantly and/or immediately sets again after being erased perform normal diagnostics to repair the vehicle.

If the DTC is intermittent and does not return immediately after being erased do not replace any components for this condition as it will not repair the concern. This is a known issue and is currently under investigation.

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.**