



STAR ONLINE PUBLICATION



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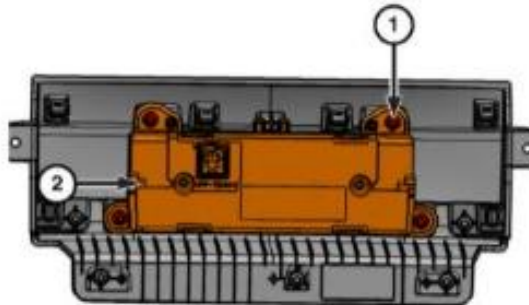
Symptom/Vehicle Issue: Rear HVAC Buttons Inoperative Or Sticking

Models Affected: 2025/2026 Jeep Wagoneer / Grand Wagoneer

Customer Complaint/Technician Observation: Customer indicates rear HVAC buttons are not working or sticking. DTC – B187F-2A Rear Climate Control Button Stuck, may be present in the Rear HVAC Module.

Inspect Rear HVAC Controller:

1. Remove the rear HVAC control bezel.
2. Remove the HVAC controller (#2) from the bezel taking note on which buttons are sticking and location on the bezel.
3. Check for any casting flash in the HVAC control opening on the bezel that could have caused binding of the buttons. (Replace bezel if needed) Verify no material stuck to buttons. (Protective film, etc.)
4. If nothing on the bezel interferes with the button movement, reassemble the control within the bezel starting with position #1 in Fig 1 below. Tighten across the top and then the bottom screws in a counterclockwise rotation.



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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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Verify Operation:

1. Check for correct operation and verify there are no buttons sticking or binding.
2. Clear any DTC's and retest operation once assembled com

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