

<b>REFERENCE:</b>	<b>TSB:</b> 24-002-26 <b>GROUP:</b> 24 - Heating and Air Conditioning	<b>Date:</b>	March 27, 2026	<b>REVISION:</b>	—
<b>VEHICLES AFFECTED:</b>	<b>2025 (FG) FIAT 500e</b> This bulletin applies to vehicles built on or after July 01, 2025 (MDH 0701XX) and on or before December 06, 2025 (MDH 1206XX).	<b>MARKET APPLICABILITY:</b>		<input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA <input type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH <b>NOTE:</b> This bulletin applies to North America markets.	
<b>CUSTOMER SYMPTOM:</b>	<b>The customer may comment on the following:</b> <ul style="list-style-type: none"> <li>Automatic air conditioning starts to flow cold air even if hot temperature is set.</li> </ul>				
<b>CAUSE:</b>	Sponge on cabin temperature sensor				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 26-059, date of issue March 27, 2026. All applicable RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

#### REPAIR SUMMARY:

This bulletin involves removing the sponge from the temperature sensor.

#### CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
24-75-11-94	Sponge Removal – Repair (2 - Skilled)	24 - Heating and Air Conditioning	0.2 Hrs.
Failure Code	ZY	Service Action	

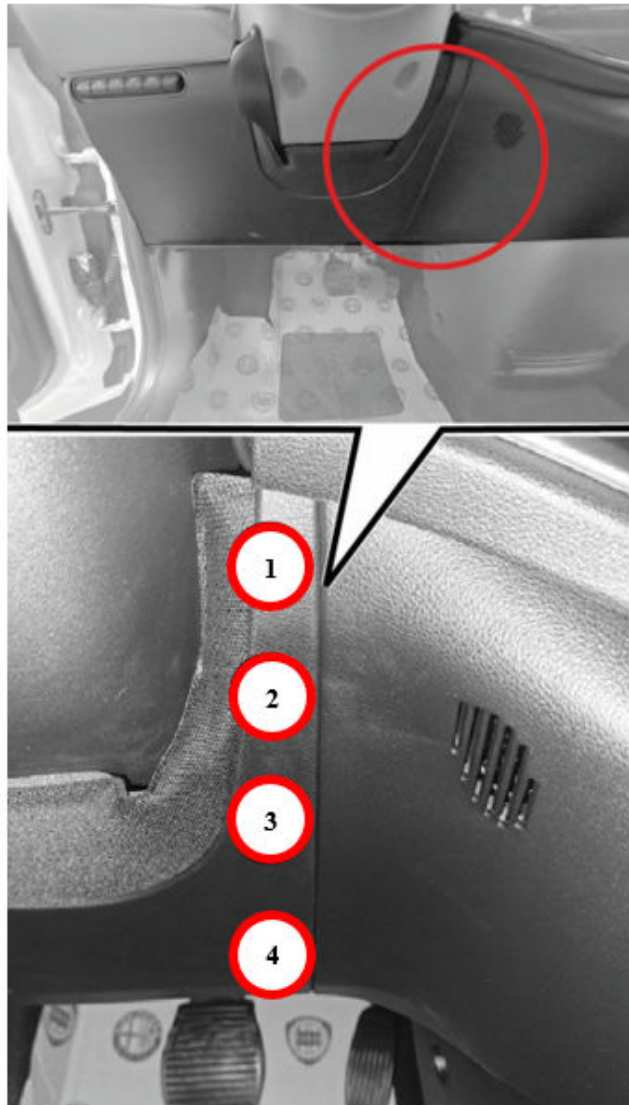
#### DIAGNOSIS:

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. **This RSU only applies to vehicles on the RSU VIN list.**

#### REPAIR PROCEDURE:

1. Enter the vehicle from the driver's side.
2. Release the dashboard trim by pulling it downward.

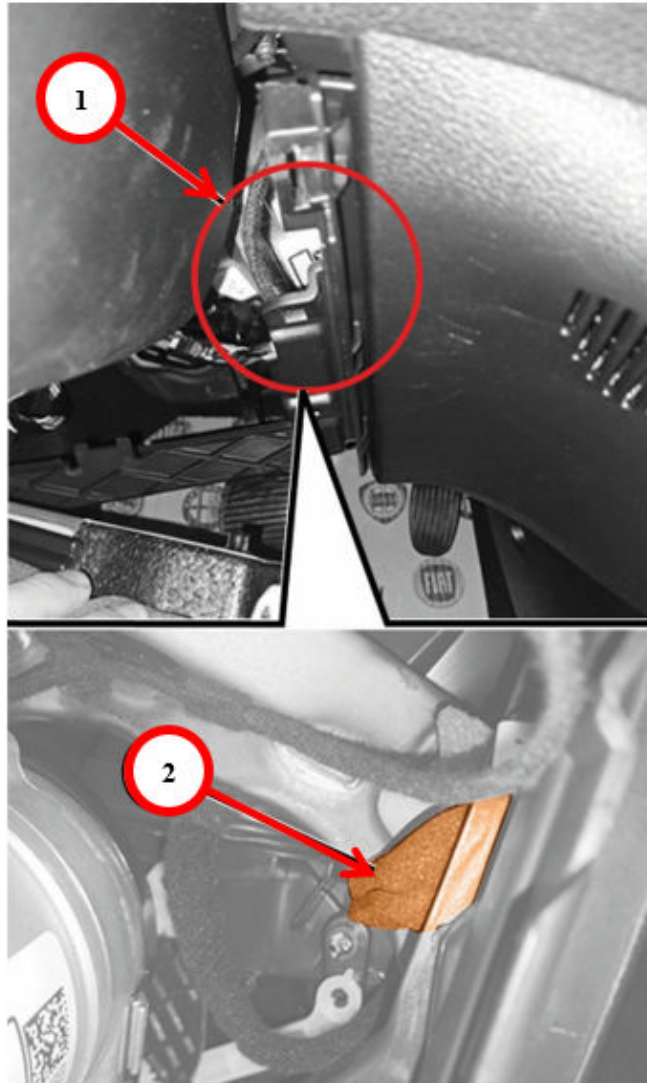
3. Act on the indicated points shown in Fig. 1.



**Fig. 1**  
Dashboard Trim

- 1 - Trim Panel Act Location
  - 2 - Trim Panel Act Location
  - 3 - Trim Panel Act Location
  - 4 - Trim Panel Act Location
-

4. Insert your hand inside the space [Fig. 2](#).



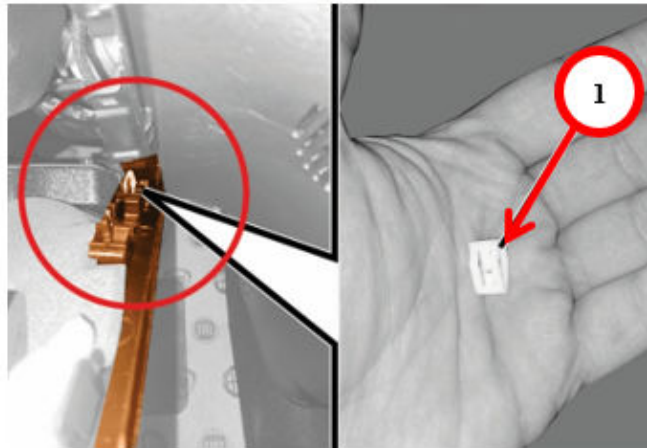
**Fig. 2**  
Sponge Location

- 1 - Open Space
- 2 - Sponge

- 
5. Locate the sponge covering the sensor [Fig. 2](#).

6. Dislodge and remove the sponge [Fig. 2](#).

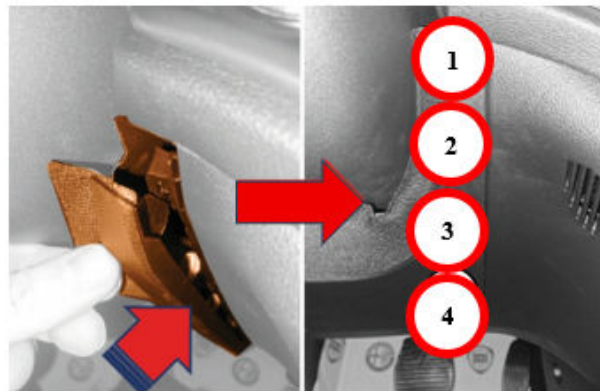
**NOTE:** If, during disassembly, a white clip becomes detached from the trim, it is necessary to restore it to its correct position on the tab before reassembly [Fig. 3](#).



**Fig. 3**  
Clip Location

1 - Dislodged Clip

7. Restore the dashboard trim fastenings [Fig. 4](#).



**Fig. 4**  
Restore Dashboard Trim

1 - Upper Clip Tab  
2 - Second Clip Tab  
3 - Third Clip Tab  
4 - Bottom Clip Tab

8. Start from the upper tab [Fig. 4](#).  
9. Press on the trim while engaging the fastening clips at points [Fig. 4](#).  
10. Hand the vehicle back to the Customer.

**POLICY:**

Reimbursable within the provisions of the warranty.

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