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Case Number: S2424000003 REV.C

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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.

A known part issue has been identified for select vehicles.

If the any of following conditions apply or both of the conditions apply the EXV Chiller assembly needs to be replaced. (See Image Below)

- ALL EXV P# 68470822AA (with or without check mark)
- ALL assemblies with a green check mark

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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Replace the chiller assembly and retest operation. Ensure the vehicle is driven appropriately to get the HEV battery temp above 39C for DTC set conditions.

If the DTC remains off, return the vehicle back to customer.

If this process does not apply to the current vehicle being diagnosed, perform the normal diagnostics found in service. If normal diagnostics prove inconclusive create a STAR case and ask for the case to be escalated for B3A11 Investigation. Ensure all diagnostic results are documented as it will be required for engineering assistance.

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