

Technical Service Bulletin (TSB)

HVAC temperature door stuck (HVAC)

REFERENCE:	TSB: 24-007-23 GROUP 24 - Heating and Air Conditioning	Date:	July 7, 2023	REVISION:	–
VEHICLES AFFECTED:	2022 - 2023 (WS) Wagoneer / Grand Wagoneer This bulletin applies to vehicles built on and after September 01, 2022 (MDH 0901XX) and on and before March 31, 2023 (MDH 0331XX).			MARKET APPLICABILITY: ☒ NA ☐ SA ☐ EE ☐ MEA ☐ IAP ☐ CH	
CUSTOMER SYMPTOM:	Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find one or more of the following Diagnostic Trouble Codes (DTC)s have been set: - B11CB-92 Front/Left Temperature Door 1 Control - Performance or Incorrect Operation. - B11CC-00 Main/Left Temperature Door 1 Travel Too Small. Customers may also comment on the following: - Driver side temperature cold when commanded to hot (or vice versa).				
CAUSE:	Possible HVAC actuator cam gear disengaged at driver temp door actuator (Fig. 1) .				

NOTE: Door can be moved by hand in the up and down direction.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-203, date of issue July 07, 2023. 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. This RSU will expire 18 months after the date of issue.

REPAIR SUMMARY:

This bulletin involves installing a three millimeter foam washer under the blend door cam gear.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
24-55-20-90	Blend Door Gear Linkage - Inspect (2 - Skilled)	24 – Heating and Air Conditioning	0.6 Hrs.
24-55-20-91	Blend Door Gear Linkage - Inspect and Install Foam washer (2 - Skilled)	24 – Heating and Air Conditioning	0.7 Hrs.
Failure code	ZZ	Service Action	

SPARE PARTS:

Qty	Part No.	Description	Notes
1 (AR)	68645567AA	3mm Washer	

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/ Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes any of the symptoms listed above in the customer symptom section, perform the Inspection Procedure.

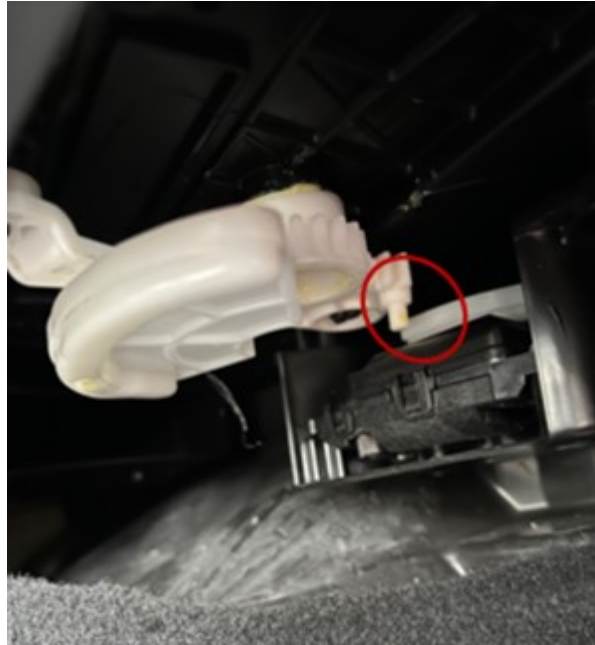


Fig. 1

Pin Outside Of Actuator Cam Gear

INSPECTION:

1. Remove Silencer Pad. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 23 - Body / Instrument Panel / Panel, Silencer / Removal.
2. Remove Air Foot Duct. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 24 - Heating and Air Conditioning / Distribution, Front / Outlet, Air / Removal.

3. Loosen actuator cover and remove linkage from blend door actuator cam gear (Fig. 2) .



Fig. 2
Blend Door Actuator

- 1 - Loosen
2 - Remove

4. Verify the gap between the door gear and the bottom of the HVAC housing using a feeler gage or ruler.
5. Push upwards on gear and measure to see if gap is **2.5mm (0.10") or less** (Fig. 3) .

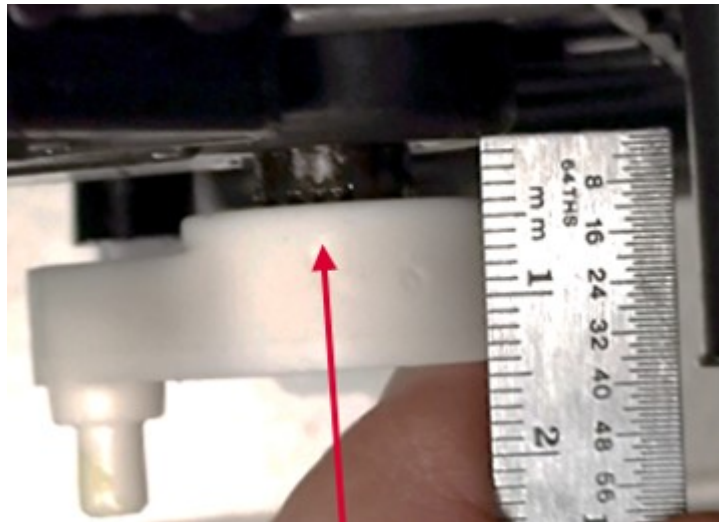


Fig. 3
Measure Gap While Pushing Cam Upwards

6. Is the gap **2.5mm (0.10") or less**?
 - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
 - NO>>> This bulletin does not apply. Perform normal diagnostics. Use Inspect LOP (24-55-20-90) to close out this active RSU.

REPAIR PROCEDURE:

1. Remove blend door gear linkage (Fig. 4) , (Fig. 5) .



1

Fig. 4
Blend Door Gear Linkage

1 - Remove

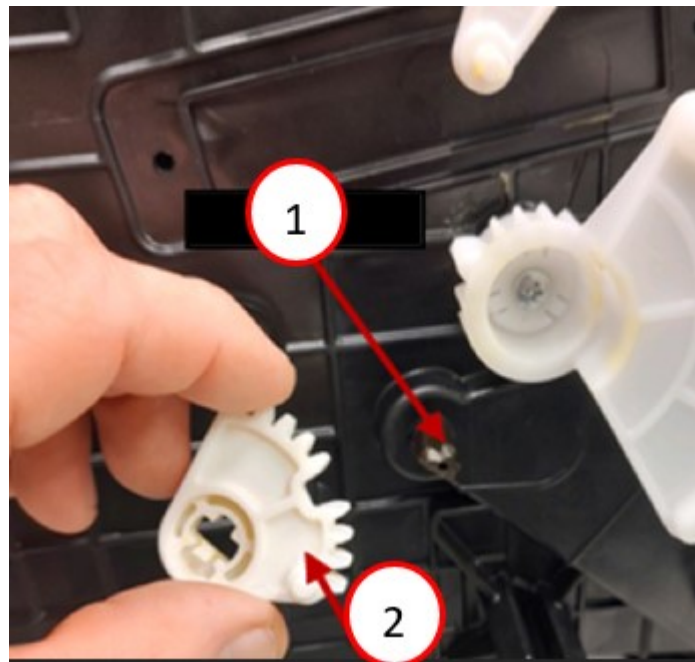


Fig. 5
Blend Door Gear Linkage Removed

1 - Blend Door
2 - Blend Door Linkage

2. Add foam washer to blend door (Fig. 6) .



Fig. 6
Foam Washer

3. Reinstall blend door linkage (Fig. 5) .

NOTE: Perform a push-pull test to confirm linkage engagement.

4. Reinstall/ tighten the actuator fasteners.
5. Confirm door is moving properly commanding the driver side temperature to full cold and full hot, that there is adequate temperature change, and the cam will not pop out of the actuator linkage.
6. Reinstall Air Foot Duct. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 24 - Heating and Air Conditioning / Distribution, Front / Outlet, Air / Installation.
7. Reinstall Silencer Pad. Refer to the detailed service procedures available in DealerCONNECT> Service Library under: 23 - Body / Instrument Panel / Panel, Silencer / Installation.
8. Clear all DTCs that may have been set in any module due to repair. The wiTECH application will automatically present all DTCs and allow them to be cleared.

POLICY:

Reimbursable within the provisions of the warranty.

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