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GROUP: Heating & A/C

DATE: July 30, 2004

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SUBJECT:

A/C and Heater Performance

OVERVIEW:

This bulletin provides diagnostic information for A/C and heater performance complaints.

MODELS:

1998 - 2004	(LH)	LHS/300M/Concorde/Intrepid
2001 - **2005**	(JR)	Sebring Convertible/Sebring Sedan/Stratus Sedan

NOTE: Perform Customer Satisfaction Notification no. 857, reprogram Powertrain Control Module (PCM), for 2000 model year LH-vehicles built prior to August 30, 1999 (MDH 0830XX).

SYMPTOM/CONDITION:

Erratic operation of the A/C and heater systems including:

- Lack of cold air
- Lack of hot air
- Unrequested mode change - Automatic Temperature Control (ATC) only)
- No control of mode or temperature control
- Tapping noise from blend door

The above Symptoms may be accompanied by the following Diagnostic Trouble Codes (DTCs):

- Blend door feedback
- Blend door stall
- A/C control mode door input shorted to battery
- Mode door stall
- In car temp sensor failure
- ATC messages not received



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DIAGNOSIS:

- Do not attempt to remove A/C control until after this entire Diagnosis and Repair Procedure has been performed.
- Verify customer reported symptom(s) if possible.
- Check for the presence of DTCs with the scan tool (DRBIII®) and record on the repair order. If a DRBIII® is not available reference the appropriate Service Manual - Heating and Air Conditioning “Self Diagnostics” procedure and record any present DTCs on the repair order. If Symptoms and/or DTCs other than those listed above are present, repair as necessary. If a Symptom(s) and/or DTC(s) listed above is present, perform the Repair Procedure.

REPAIR PROCEDURE:

1. With the vehicle at room temperature 10°-27° C. (50° to 80° F.), remove the M-1 circuit fuse for ten minutes to erase DTCs.
2. Install the M-1 fuse and start the vehicle, this will initiate the HVAC system calibration. Allow approximately five minutes for the calibration to complete.
3. Operate the vehicle and HVAC system to verify that Symptoms and/or DTCs are gone. If tapping noise or Blend Stall/Feedback DTCs re-occur, additional diagnosis will be required.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Time
24-50-09-90	Recalibrate HVAC Control Assembly	0.3 Hrs.

FAILURE CODE:

XX	Service Adjustment
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