

STAR ONLINE PUBLICATION

Case Number: S2024000006

Release Date: 08/27/2020

Symptom/Vehicle Issue: After Module Replacement A/C Systems Do Not Operate Properly. DTC B1938-64 Humidity Sensor LIN Bus – Signal Plausibility Failure

Diagnosis: Customer complaint warrants a module replacement; after module replacement the system does not function as designed. DTC B1938-64 is active/stored in the system. The vehicle is not equipped with a humidity sensor.

The new module requires a re-flash to have the proper software added to eliminate the need of the missing humidity sensor.

Repair Procedure: Re-flash HVAC module

Verification: Reassemble the vehicle and retest for proper operation, return to customer if operating as designed.

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 or eCONTACT ticket if no solution is found