iKNow Knowledge Base

Countries:	CANADA, UNITED STATES	**Document ID:** IK1600257
Availability:	ISIS, FleetISIS, Body Builder, IsSIR	**Revision:** 2
Major System:	ELECTRICAL SYSTEM	**Created:** 1/15/2020
Current Language:	English	**Last Modified:** 3/4/2020
Other Languages:	NONE	**Author:** Erik Wass
Viewed:	268	

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Title: HX Cluster Gauges not Zeroing at key-off

Applies To: HX, 4093442C9*, 4093443C9*, 4093444C9*

CHANGE LOG

Please refer to the change log text box below for recent changes to this article:

03/04/2020 - Initial Article Release

DESCRIPTION

This document will guide the user through the proper procedure to correct HX gauge cluster needles that will not fully 'zero out' in the 'key-off' position.

SYMPTOM(s)

Diagnostic Trouble Code(s) & Dashboard Indicator Light(s):

DTC/Light	Description
Not Applicable	

Customer Observations or Concerns:

Gauges in the instrument cluster do not return to a full 'zero' position (or below) after shutting off the ignition (key-off position).

SPECIAL TOOL(s) / SOFTWARE

Tool Description	Tool Number	Comments
EZ-Tech		Be in area with strong wifi signal
USB-Link 1 Interface Cable		NOTE: MUST BE A 'LEGACY' CABLE SUCH AS: MOVIMENTO, Noregon, USB-LINK 1 etc. USB-LINK 2 WILL NOT WORK.
Harness, 3-Pin 500K DLC Split	12-999-14	See repair procedure below for further instruction

SERVICE PARTS INFORMATION

NOTE: NO PARTS ARE REQUIRED FOR THIS REPAIR

Kit Description	Part Number	Quantity Required	Notes
Not Applicable			

DIAGNOSTIC STEP(s)

Verify the customer complaint of instrument cluster gauges not resetting to zero after a key-off event. **NOTE:** Applies to both metric and standard versions of the cluster (4093442C9*, 4093443C9*, 4093444C9*). See **Figure #1** for examples of the tachometer and/or speedometer not at zero.

Figure #1: Issue Example

REPAIR STEP(s)

1. Acquire DLC splitter harness - tool # 12-999-14. See **Figure 2** below.

NOTE: ONLY CONNECTORS LABELED: 'A' AND 'B' ARE REQUIRED FOR THIS PROCEDURE

Figure #2: DLC Splitter Harness 12-999-14

2. On Connector B (**Figure 2**) Locate pins J, H, D and C. See **Figure 3** below for cavity reference (cavity identification also visible on the connector itself)

OBD CONNECTOR
(1386)

CONNECTOR 3757649C1

CAV	CIRCUIT	GA	COLOR	TERMINAL
A	A11-GR	14	WH	1659750C1
B	A97DL	14	VT	1659750C1
C✦	A5D(+)	18	YL	1651968C1
C@	A5RB(+)	18	YL	1651968C1
C&	A5FK(+)	18	YL	1651968C1
D✦	A5D(-)	18	GN	1651968C1
D@	A5RB(-)	18	GN	1651968C1
D&	A5FK(-)	18	GN	1651968C1
E-G	-	-	-	-
H	A5N(+)	18	YL	1651968C1
J	A5N(-)	18	GN	1651968C1

✦ W/J1939 WIRING W/BENDIX ABS
@ W/ J1939 WIRING W/ALLISON XMSN
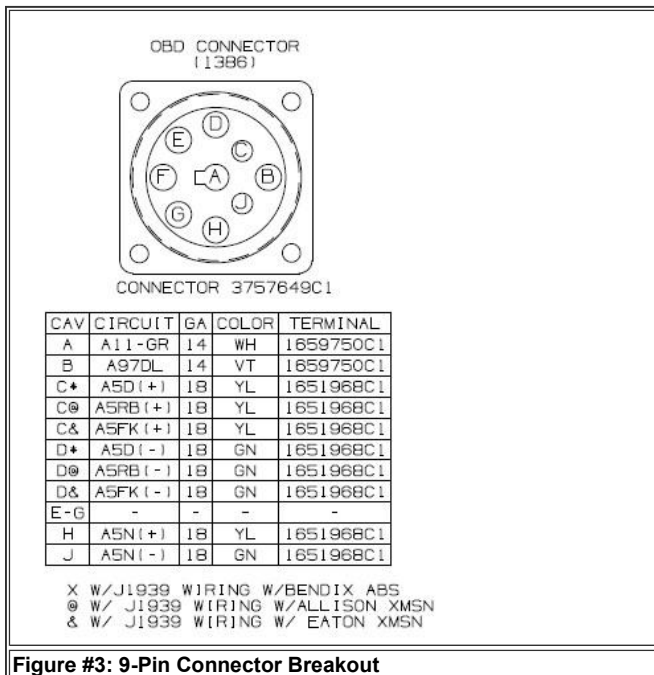& W/ J1939 WIRING W/ EATON XMSN

Figure #3: 9-Pin Connector Breakout

3. On connector B, remove the orange wire from cavity 'H'
4. On connector B, remove the yellow wire from cavity 'C'
5. On connector B, insert the orange wire terminal in to cavity 'C'
6. On connector B, remove the purple wire from cavity 'J'
7. On connector B, remove the green wire from cavity 'D'
8. On connector B, insert the purple wire terminal in to cavity 'D'

Note: yellow and green wires are to be left de-pinned during this procedure

9. Verify new pin positions are locked in place securely
10. Insert connector body 'A' (**Figure 2)** in to the 9-pin DLC chassis connection located at bottom, driver side of dash
11. Connect USB-LINK 1 interface cable to connector body 'B' **(Figure 2)**

12. Make final connection at EZ-Tech laptop USB port

12. Park vehicle in an area with strong internet reception

13. Open internet browser of choice and go to: www.logmein123.com

14. Open a 'Programming Support' case file

15. In the Description box, note the request for: "HX cluster will not zero after key off. Assistance from the 'Programming Support' team is required"

16. Assistance will be provided by the next available 'Programming Support' team member

WARRANTY INFORMATION

Warranty Claim Coding:

Refer to the Warranty Coding Manual for Group and Noun Codes.

Standard Repair Time(s):

Refer to the SRT Manual for Repair Times

OTHER RESOURCES

Master Service Information Site

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