



# Technical Bulletin

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Model(s)	Year	Eng. Code	Trans. Code	VIN Range From	VIN Range To
Routan	2011-2014	All	All	All	All

## Condition

87 14 08 August 6, 2014 2037933

**HVAC System Intermittently Blows Cold Regardless of Setting**



**Note:**

**This bulletin applies to vehicles equipped with a Manual Temperature Control System (sales code HAA) or a 3 Zone Manual Temperature Control System (sales code HAG) built on or before May 23, 2014.**

## Technical Background

Customers may experience the following condition:

- -HVAC system intermittently blows cold regardless of blend door/temperature setting.

Updating the HVAC software will correct this condition.



**Tip:**

**wiTECH™ UPDATE PROGRAMMING FILES FOR THIS BULLETIN MUST BE RETRIEVED FROM THE INTERNET.**

**wiTECH™ SOFTWARE LEVEL MUST BE AT RELEASE 13.04.7 OR HIGHER FOR THIS BULLETIN.**

**StarMOBILE™ SOFTWARE LEVEL MUST BE AT RELEASE 10.01 OR HIGHER FOR THIS BULLETIN**

## Production Solution

Improved Manual Temperature Control Module (MTC) software has been introduced in production as of May 23, 2014.

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## Service

Using a Scan Tool (wiTECH™) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all HVAC systems are functioning as designed. If DTC's are present record them on the repair order and repair as necessary before proceeding further with this bulletin. If the above condition is present, perform this Repair Procedure.

### Repair Procedure



**Note:**

**Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the programming process.**

**If this reprogramming process is interrupted / aborted, the reprogramming should be restarted.**

1. Use the wiTECH Diagnostic Application to reprogram the HVAC. Help using the wiTECH Diagnostic Application for reprogramming the HVAC is made available through the wiTECH Diagnostic Application. For instructions select the "HELP" tab on upper portion of the wiTECH window, and then select "HELP CONTENTS." This will open the Welcome to wiTECH Help screen where help topics can be selected.
2. After HVAC reprogramming, the following must be performed: clear any DTC's that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTCs after the reprogramming and allow the tech to clear them.
3. Perform the Actuator Calibration Test routine found under the Systems Test tab in the wiTECH Diagnostic Application.



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## Warranty



**Note:**

**This bulletin only applies to vehicles built on or before May 23, 2014.**

**All Routan pre and post road test, StarMOBILE and wiTECH time units are included in the labor operation. Therefore, no road test time units will appear in the designated area within the warranty table.**

To determine if this procedure is covered under Warranty, always refer to the Warranty Policies and Procedures Manual <sup>1)</sup>					
Model(s)	Year(s)	Eng. Code(s)	Trans. Code(s)	VIN Range From	VIN Range To
Routan	2011-2014	All	All	All	All
<b>SAGA Coding</b>					
Claim Type:	Use applicable Claim Type <sup>1)</sup>				
Service Number:	Damage Code	HST		Damage Location (Depends on Service No.)	
8704	0039	CWM2037933		Use applicable when indicated in ElsaPRO (L/R)	
Parts Manufacturer	Routan			USM <sup>2)</sup>	
Labor Operation <sup>3)</sup> : Module, Manual Temperature Control (MTC) - Reprogram			87042599 = 20 TU		
Causal Part: Select Labor Operation			87042599		
<b>Diagnostic Time <sup>4)</sup></b>					
GFF Time expenditure	01500000 = 00 TU max.			NO	
Road Test	01210002 = 00 TU 01210004 = 00 TU			NO	



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Technical Diagnosis	01320000 = 00 TU max.	NO
Claim Comment: Input "As per Technical Bulletin 2037933" in comment section of Warranty Claim.		
1) Vehicle may be outside any Warranty in which case this Technical Bulletin is informational only		
2) Code per warranty vendor code policy.		
3) Labor Time Units (TUs) are subject to change with ELSA updates.		
4) Documentation required per Warranty Policy Procedures Manual.		

## Required Parts and Tools

No Special Parts required.

Tool Description	Tool No:
Midtronics Battery Tester/Charger	InCharge 940 (INC-940) or GRX 3000 VAS
StarMOBILE Tester Kit or VW MICRO POD Tester Kit	CH9401 (SW level 10.01.23 or higher) VWMICROPOD
wiTECH Desktop Client	(Software level 13.04.7 or higher)

## Additional Information

All part and service references provided in this Technical Bulletin are subject to change and/or removal. Always check with your Parts Dept. and Repair Manuals for the latest information.