



January 2016

Dealer Service Instructions for:

Customer Satisfaction Notification R62 Reprogram HVAC Control Module

Effective immediately all repairs on involved vehicles are to be performed according to this recall. Service Bulletin 24-006-15 is no longer applicable for vehicles involved in this recall. Those vehicles that have already had this repair performed, as determined by our warranty records, have been excluded from this recall.

Models

2014 - 2015 (RT) Dodge Grand Caravan and Chrysler Town & Country

NOTE: This recall applies only to the above vehicles equipped with Front Driver & Passenger Air Conditioning (sales code HAD) or Three-Zone Manual Control Front & Rear Air Conditioning (sales code HAK) built from January 13, 2014 through May 25, 2015 (MDH 011300 through 052500).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The right side blend air door on about 161,800 of the above vehicles may experience binding. This could result in the loss of the vehicle's interior temperature control.

Service Procedure (Continued)

1. Open the hood.
2. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

NOTE: Use an accurate stand-alone voltmeter. The battery charger voltmeter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps to lower the voltage.

3. Connect the wiTECH micro pod II to the vehicle data link connector located under the steering column.
4. Place the ignition in the “**RUN**” position.
5. Open the wiTECH Diagnostic application.
6. Starting at the “Select Tool” screen, select the row/tool for the wiPOD device you are using.
7. Enter your “**User id**” and “**Password**”, then select “**OK**”.
8. Select the “**Next**” tab at the bottom of the screen.
9. From the “**Vehicle View**” screen, click on the **HVAC** icon.
10. From the “**HVAC View**” screen, compare the “**Current ECU Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current ECU Flash Number**” is the same as the “**New Part Number**” continue to Step 18. If the part numbers are not the same, continue to Step 11.

Service Procedure (Continued)

11. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.
12. From the “**ECU Flash**” screen follow the wiTECH screen instructions to complete the flash.
13. Once the flash is complete click the “**OK**” button on the “**ECU Flash**” screen.
14. Select the “**Clear Stored DTC’s**” button.
15. From the “**HVAC View**” screen, compare the “**Current ECU Flash Number**” with the “**New Part Number**” listed on the “**sort table**”. If the “**Current ECU Flash Number**” is the same as the “**New Part Number**” the flash is complete. If the part numbers are not the same, repeat Steps 9 through 15.
16. Perform the “**Actuator Calibration Test**” routine found under “**Systems Test**” tab in the HVAC controls module view in the wiTECH Diagnostic Application.
17. Check for any actuator codes that may have set during the actuator calibration test routine. If a right side temperature blend door actuator code is set, the faulty actuator must be replaced per TechCONNECT service procedure under normal warranty. All involved vehicles will receive a 5 year/60,000 miles extended warranty on a separate letter for the affected blend door actuator. If no actuator codes are set, then proceed to Step 18.
18. Turn the ignition to the “**OFF**” position and remove the Micro-pod II from the vehicle data link connector.
19. Remove the battery charger from the vehicle.
20. Close the hood and return the vehicle to the customer.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by FCA to record Customer Satisfaction Notification service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
HVAC control module update previously performed	18-R6-21-81	0.2 hours
Inspect software level and reprogram HVAC control module	18-R6-21-82	0.2 hours

Add the cost of parts plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, for complete claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, and then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the **“Service”** tab and then click on **“Global Recall System.”** Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers should perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this notification only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Service / Field Operations
FCA US LLC



CUSTOMER SATISFACTION NOTIFICATION

R62

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

Dear: (Name)

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle. This will be done at no charge to you.

We are recommending the following improvements be performed on certain **2014 through 2015 model year Dodge Grand Caravan and Chrysler Town & Country vehicles equipped with Front Driver & Passenger Air Conditioning or Three-Zone Manual Control Front & Rear Air Conditioning.**

The problem is... **The right side blend air door on your vehicle may bind. This can cause loss of the vehicle's interior temperature control.**

NOTE: All involved vehicles will also receive a 5 year/60,000 miles extended warranty on the affected blend door actuator.

What your dealer will do... **FCA will repair your vehicle free of charge.** To do this, your dealer will reprogram the Heater Ventilation Air Conditioning (HVAC) control module with new software. Vehicles found with damaged actuators must have them replaced. Programming the HVAC module will take about ½ hour. If the actuator requires replacement, additional time will be required. Additional time may also be necessary depending on service schedules.

What you should do... Simply **contact your Chrysler, Jeep, Dodge or RAM dealer** right away to schedule a service appointment. **Please bring this letter with you to your dealer.**

If you need help... If you have questions or concerns which your dealer is unable to resolve, please contact the FCA Group Recall Assistance Center at either **fcarecalls.com** or 1-800-853-1403.

Please help us update our records by filling out the attached prepaid postcard, if any of the conditions listed on the card apply to your vehicle. If you have further questions go to **fcarecalls.com**.

If you have already experienced this specific condition and have paid to have it repaired, you may visit **www.fcarecallreimbursement.com** to submit your reimbursement request online or you can mail your original receipts and proof of payment to the following address for reimbursement consideration: **FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.** Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you've had previous repairs and/or reimbursement you may still need to have the recall repair performed on your vehicle.

We apologize for any inconvenience this service may cause to your schedule. FCA is committed to providing our customers with world class quality products, ensuring that you have a positive dealership experience and following up on any issues and concerns that you may have in a timely manner through our Customer Assistance Center. Thank you for being our customer.

Sincerely,
Customer Service / Field Operations
FCA US LLC