



NUMBER: 24-004-14 REV. A

GROUP: Heating & Air
Conditioning

DATE: July 22, 2014

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 24-004-14, DATED MAY 28, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS .**

HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN ECU IS AVAILABLE BY SELECTING "HELP" THEN "HELP CONTENTS" AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW.

THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 15.01 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Flash: HVAC System Intermittently Blows Cold Regardless of Setting

OVERVIEW:

This bulletin involves selectively erasing and reprogramming the HVAC Module with new software.

MODELS:

2011 - 2014 (RT) Town & Country/Grand Caravan/RAM C/V

NOTE: This bulletin applies to vehicles equipped with a Dual Zone Manual Temperature Control System (sales code HAD) or a 3 Zone Manual Temperature Control System (sales code HAK) built on or before May 23, 2014 (MDH 0523XX).

SYMPTOM/CONDITION:

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.

NOTE: **This SB includes improved software over what was originally released with SB 24-004-14.**

DIAGNOSIS:

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 the 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 flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Use the wiTECH Diagnostic Application to reflash the HVAC. Help using the wiTECH Diagnostic Application for flashing the HVAC is made available through the wiTECH Diagnostic Application. For instructions select the "HELP" tab on upper portion of the wiTECH window, then "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 flash and allow the tech to clear them.
3. Perform the Actuator Calibration Test routine found under the Systems Test tab in the HVAC control module view in the wiTECH Diagnostic Application.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-62-9A	Module, Manual Temperature Control (MTC) - Reprogram (1 - Semi-Skilled)	7- A/C and Heating	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 2 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

FM	Flash Module
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