



NUMBER: 24-006-15

GROUP: Heating & Air
Conditioning

DATE: November 07, 2015

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 24-004-14 REV. A, DATED JULY 22, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE CHANGING TO AN RRT STATUS, A REVISED SUBJECT, AN ADDITIONAL MODEL YEAR, REMOVING THE BUILD TO DATE, ADDITIONAL SYMPTOM/CONDITION, AND LOPS.**

****THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-106. ALL APPLICABLE UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UN-SOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. FOR VEHICLES NOT INCLUDED IN THE RRT VIN LIST, APPLICATION OF THIS SERVICE BULLETIN TO SOLD UNITS IS BASED UPON THE CUSTOMER EXPERIENCING THE SYMPTOM/CONDITIONS. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.****

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 IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:

Flash: HVAC System Improvements

OVERVIEW:

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

MODELS:

2011 -** 2015** (RT) Chrysler Town & Country
Dodge Grand Caravan

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).******

SYMPTOM/CONDITION:

The customer may describe one or more of the following conditions:

- ****Feeling hot air coming out of the passenger side vents.****
- HVAC system intermittently blows cold regardless of blend door/temperature setting.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all HVAC systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RRT VIN list for the 2014-2015 vehicles, perform the repair using RRT Only LOP (18-19-62-9K). For all other customers that describe the symptom/condition listed above, 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. Reprogram the HVAC with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the "HELP" tab on the 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. ****Clear any DTCs that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.****
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
18-19-62-9L	Module, Manual Temperature Control (MTC) - Reprogram (1 - Semi-Skilled)	7- A/C and Heating	**0.2 Hrs**
18-19-62-9K	RRT Only 2014-2015 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:

The dealer must choose which failure code to use. If the customer came in with an issue and if the dealer finds a software update to correct that issue, use failure code CC, for all other use failure code RF.

- If the customer's concern matches a SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash