



July 2009

Dealer Service Instructions for:

# **Safety Recall J12**

## **Reprogram HVAC Control Head Module**

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### **Models**

**2009 (DS) Dodge Truck (1500 Series)**

*NOTE: This recall applies only to the above vehicles equipped with a manual temperature control Heating, Ventilation and Air Conditioning (HVAC) system (sales code HAA) built through December 19, 2008 (MDH 121906).*

*IMPORTANT: Many of the vehicles within the above build period have already been inspected or repaired and, therefore, have been excluded from this recall.*

**IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery.** 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 HVAC Control Head Module on about 36,700 of the above vehicles may have an inoperative mode door. This can result in an inability to activate the defrost mode and reduce visibility through the windshield. Lack of the defrost mode could cause a crash under certain driving conditions.

### **Repair**

The HVAC Control Head Module must be reprogrammed (flashed) or replaced.

**Parts Information**

<u>Part Number</u>	<u>Description</u>
55056826AG	<b>HVAC Control Head Module</b> (with heated mirrors and/or Electric Back Light)

<u>Part Number</u>	<u>Description</u>
55056829AG	<b>HVAC Control Head Module</b> (without heated mirrors and Electric Back Light)

Due to the small number of involved vehicles expected to require a HVAC Control Head Module, no parts will be distributed initially. **A HVAC Control Head Module should be ordered only after inspection determines that repair is required.** *Very few vehicles are expected to require HVAC Control Head Module replacement.*

**Special Tools**

The following special tools are required to perform this repair:

- CH9801 StarMOBILE Tool
- CH9804 StarMOBILE Vehicle Cable
- NPN TechCONNECT PC
- NPN StarMOBILE Software Update CD
- NPN wiTECH VCI Pod Kit
- NPN Laptop Computer
- NPN wiTECH Software

\* Part of CH9400 kit.



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| ➤ NPN    | StarMOBILE Software Update CD |
| ➤ NPN    | wiTECH VCI Pod Kit            |
| ➤ NPN    | Laptop Computer               |
| ➤ NPN    | wiTECH Software               |

\* Part of CH9400 kit.

**Service Procedure****A. Check HVAC Control Head Module Status****Using StarMOBILE:**

1. Open the hood. 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.
2. Connect the StarMOBILE scan tool to the vehicle data link connector located under the steering column and place the ignition in the “**RUN**” position.
3. Power “**ON**” the StarMOBILE scan tool and open StarMOBILE Desktop Client.
4. Starting at the “**Home**” screen select “**ECU View**”.
5. Select “**HVAC Heat, Ventilation and A/C**” from the list”.
6. Select “**More Options**”.
7. Select “**ECU Details**”.
8. Check the HVAC control head part number:
  - If the part number displayed is 55056826AG, 55056829AG, 55111309AA or 55111310AA **no further action is required**. Disconnect and remove the scan tool, battery charger and return the vehicle to the customer.
  - If the part number displayed is 55056826AE, 55056826AF, 55056829AE or 55056829AF continue with **Section C. – Reprogram the HVAC Control Head Module using StarMOBILE**.
  - If the part number displayed is ?????????? (all question marks), continue with **Section D. – Replace the HVAC Control Head Module**.

**Service Procedure (Continued)****Using wiTECH:**

1. Open the hood. 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.
2. Connect the wiTECH pod to the vehicle data link connector located under the steering column.
3. Place the ignition in the “**RUN**” position.
4. Open the wiTECH desktop application.
5. Starting at the “Vehicle View” screen, select “**HVAC**” from the modules on the “Vehicle View” screen illustration.
6. Select the “**Flash**” tab at the top of the screen.
7. Read the HVAC control head module part number.
  - If the part number is 55056826AG, 55056829AG, 55111309AA or 55111310AA **no further action is required**. Disconnect and remove the scan tool, battery charger and return the vehicle to the customer.
  - If the part number is 55056826AE, 55056826AF, 55056829AE or 55056829AF continue with **Section B. – Reprogram the HVAC Control Head Module using wiTech**.
  - If the screen displays “Invalid Part Number” continue with **Section D. – Replace the HVAC Control Head Module**.

**Service Procedure (Continued)****B. Reprogram the HVAC Control Head Module (Using wiTECH)**

1. Select the required wiTECH flash file from the list of flash files.
2. With the cursor over the desired flash file, click the small green arrow button on the right side of the screen.
3. Follow the wiTECH screen instructions.

**NOTE: The green circle lightning bolt on the “Vehicle View” screen illustration will remain illuminated for the HVAC module even after the flash has been performed. This is a normal condition. Do not flash the vehicle a second time.**

4. Verify the HVAC control head part number. The new part number must be either 55111310AA or 55111309AA.
5. Clear all Diagnostic Trouble Codes (DTC's) using the following special procedure:

**NOTE: Due to the HVAC control head programming procedure, DTC(s) may be set in other modules (PCM, TCM, ABS, BCM, MIC, WCM, etc.) within the vehicle, if so equipped. Some DTC's may cause the MIL to illuminate.**

- a. A list of all active and stored fault codes will appear. Click the “X” in the upper right corner of the DTC pop-up screen.
- b. Place the ignition in the “OFF” position and unplug the vehicle data link cable from the data link connector for one minute.

**NOTE: This will allow the CAN bus to “power down.” This will also change the HVAC DTC from “Active” status to “Stored” status.**

- c. Reconnect the vehicle data link cable to the data link connector and place the ignition in the “Run” position.
  - d. Click the “OK” button.
  - e. Highlight the wiPOD being used from the list and click “NEXT”.
  - f. Select the “All DTC” tab (if not already selected).
  - g. Click the “Clear All DTC's” button.
  - h. Click “OK” on the pop-up screen.
6. Turn the ignition to the “OFF” position and remove the wiTECH and battery charger from the vehicle.

**Service Procedure (Continued)****C. Reprogram the HVAC Control Head Module (Using StarMOBILE)**

1. From the desktop, launch the “StarMOBILE Desktop Client” software.
2. Establish a connection with the StarMOBILE scan tool.
3. Starting at the “Home” screen, select “**ECU View**”.
4. Select “**HVAC Heat, Ventilation and A/C**” from the list”.
5. Select “**More Options**”.
6. Select “**ECU Flash**”.
7. Select “**Browse for Files**”.
8. Highlight the required flash file and select “**Download to Client**”.
9. Select “**Close**”.
10. Select “**Back**” once.
11. Select “**HVAC**” file from the list.
12. Select “**Update Controller**” and follow the screen prompts.
13. When the flash is complete, press the “**OK**” button.
14. Select “**Back**” once.
15. Select “**ECU Details**”.
16. Verify the HVAC control head part number. The new part number displayed on the scan tool must be either 55111310AA or 55111309AA.



**Service Procedure (Continued)**

17. Clear any Diagnostic Trouble Codes (DTCs) as follows:

**NOTE: Due to the HVAC control head programming procedure, DTC(s) may be set in other modules (PCM, TCM, ABS, BCM, MIC, WCM, etc.) within the vehicle, if so equipped. Some DTC's may cause the MIL to illuminate.**

- a. From the “Home” screen select “System View”.
- b. Select “All DTCs”.
- c. Place the ignition in the “OFF” position until all DTC’s (except TIPMCGW) clear from the screen.

**NOTE: This will allow the CAN bus to “power down.” This will also change the HVAC DTC from “Active” status to “Stored” status.**

- d. Place the ignition in the “RUN” position.
  - e. Press “Clear All Stored DTCs” if there are any DTCs shown on the list.
18. Turn the ignition to the “OFF” position and remove the StarMOBILE and battery charger from the vehicle.

## Service Procedure (Continued)

### D. Replace the HVAC Control Head Module

**NOTE: The new HVAC Control Head Module does not require programming.**

1. Disconnect negative battery terminal.
2. If equipped, remove the Alternating Current (A/C) electrical power outlet bezel (Figure 1).
3. Remove the small rubber cover on the bottom of the storage tray located above the radio (Figure 2).
4. Remove the retaining screw located behind the A/C electrical power outlet bezel (Figure 1).
5. Remove the two retaining screws in the storage tray located above the radio (Figure 2).
6. Unsnap the bezel assembly from the dash panel.
7. Disconnect all of the electrical connectors from the dash bezel and remove the bezel from the vehicle.
8. Remove the four (4) HVAC control head module retaining screws.
9. Remove and discard the original HVAC control head module.
10. Place the new HVAC control head module into position.
11. Install the four (4) HVAC control head module retaining screws.

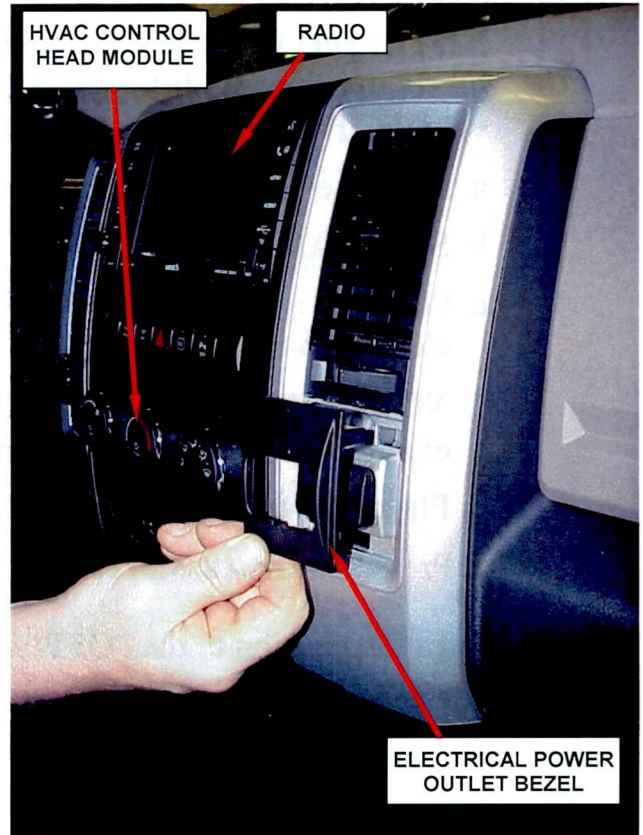


Figure 1 – Power Outlet Bezel

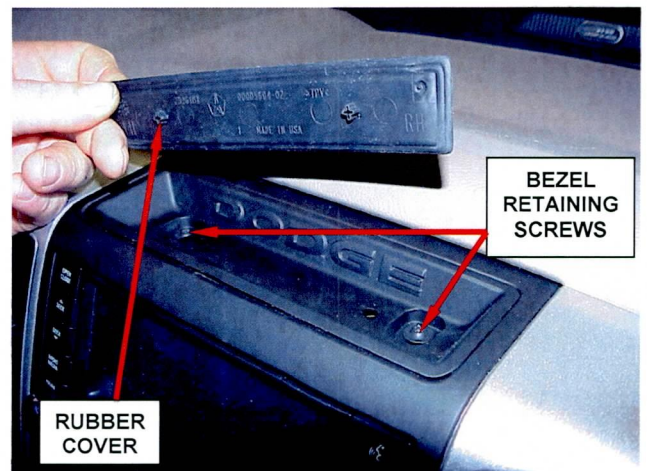


Figure 2 – Storage Tray

**Service Procedure (Continued)**

12. Place the dash bezel into position and connect all of the electrical connectors.
13. Snap the dash bezel assembly onto the dash panel.
14. Install the two retaining screws located in the storage tray located above the radio (Figure 2).
15. Install the retaining screw located behind the A/C power outlet (Figure 1).
16. Install the small rubber mat located on the bottom of the storage tray (Figure 2).
17. Install the A/C electrical power outlet bezel (Figure 1).
18. Connect the negative battery terminal.

**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 Chrysler to record recall service completions and provide dealer payments.

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

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
HVAC control head module update previously performed	18-J1-21-81	0.2 hours
Inspect HVAC control head module status and reprogram HVAC control head module	18-J1-21-82	0.3 hours
Inspect HVAC control head module status and replace HVAC control head module	18-J1-21-83	0.3 hours

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

**Dealer Notification**

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

**Owner Notification and Service Scheduling**

All involved vehicle owners known to Chrysler are being notified of the service requirement by first class 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.

Dealers are encouraged to consider alternative scheduling and servicing approaches for this recall. This repair does not require hoists or other full service facility special equipment and is a Chrysler Mobile Service approved repair.

**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 must 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.

*Recall 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 recall 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 Services Field Operations  
Chrysler Group LLC