



NUMBER: 24-001-13

GROUP: Heating & Air
Conditioning

DATE: September 04, 2013

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-062. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. 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 LEVEL MUST BE AT RELEASE 14.01 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Automatic Temperature Control Does Not Properly Synchronize Driver and Passenger Outlet Temperature

OVERVIEW:

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

MODELS:

2014 (WK) Grand Cherokee (International Only)

NOTE: This bulletin applies to vehicles equipped with Dual Zone Automatic Temperature Control (sales code HAF) and Right Hand Drive (sales code XXH) built on or before July 29, 2013 (MDH 0729XX).

SYMPTOM/CONDITION:

Customers may experience the following condition:

- When using the Automatic Temperature Control "SYNC" mode, panel outlet temperature will intermittently change to full hot on the left side of the vehicle and full cold on the right side regardless of the desired temperature setting. The condition will typically invert to full cold on the left side and full hot on the right after a period of time.

Updating the HVAC software will correct this condition.

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 a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure.

REPAIR PROCEDURE:

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

1. Using the wiTECH Diagnostic Application for flashing a 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.
 - a. 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.
2. 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
18-19-62-96	Module, Automatic Temperature Control (ATC) - Reprogram (1 - Semi-Skilled)	7- A/C and Heating	0.2 Hrs.

FAILURE CODE:

FM	Flash Module
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