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GROUP: Electrical

DATE: January 07, 2014

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HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN AMPLIFIER 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:

Flash: Can Not Disable Comfort Auto On Feature

OVERVIEW:

This Bulletin involves updating the Heated Seat Module (HSM) software.

MODELS:

2013-2014	(DS)	Ram 1500 Pickup
2013-2014	(DJ)	Ram 2500 Pickup
2013-2014	(DD)	Ram 3500 Cab Chassis
2013-2014	(D2)	Ram 3500 Pickup
2013-2014	(DP)	Ram 4500/5500 Cab Chassis
2013-2014	(DX)	Ram truck (Mexico only)
2014	(WK)	Grand Cherokee
2014	(WD)	Durango

NOTE: This bulletin applies to vehicles built on or before August 24, 2013 (MDH 0824XX) equipped with Heated Front Seat (WD-WK sales code JPM) (D-trucks sales code CMA).

SYMPTOM/CONDITION:

A customer may experience not being able to turn off the “Comfort Auto On” feature in the customer settings.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no HSM DTC's are set. If DTC's are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom, 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 HSM. Using the wiTECH Diagnostic Application for flashing the control modules 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. Clear any DTC's that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTC's after the flash and allow the tech to clear them.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-52-34-90	Module, Heated Seat (HSM), Reprogram, (1 - Semi-Skilled)	6 - Electrical and Body System	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 6 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

FM	Flash Module
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