



**NUMBER:** 24-001-14

**GROUP:** Heating & Air  
Conditioning

**DATE:** March 11, 2014

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**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 14.02 OR HIGHER TO PERFORM THIS PROCEDURE.**

**SUBJECT:**

Flash: Front Defrost Button Does Not Respond At Times

**OVERVIEW:**

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

**MODELS:**

2014	(DS)	Ram 1500
2014	(DJ)	Ram 2500
2014	(D2)	Ram 3500 Pickup
2014	(DD)	Ram 3500 Cab Chassis
2014	(DP)	Ram 4500/5500 Cab Chassis
2014	(DX)	Ram 1500 (Mexico)

**NOTE: This bulletin applies to vehicles equipped with an 8.4 inch touchscreen display (sales code RFL) built on or before January 27, 2014 (MDH 0127XX).**

**SYMPTOM/CONDITION:**

Customers may experience a situation where the touch screen climate controls may ignore the first press of the front defrost button if it is the first climate button pressed after ignition ON. The second press of the front defrost button works correctly. If another climate button is pressed prior to the front defrost button, then the control will respond as desired.

**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 describes the symptom/condition, 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. Perform the Actuator Calibration Test routine found under the Systems Test tab in the HVAC control module view in the wiTECH Diagnostic Application.
3. **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.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-19-62-98	Module, Temperature Control - Reprogram (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 15 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.**

**FAILURE CODE:**

FM	Flash Module
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