



NUMBER: 24-002-15

GROUP: Heating & Air
Conditioning

DATE: July 24, 2015

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA USA LLC.

THIS BULLETIN SUPERSEDES SERVICE BULLETIN 24-011-14, DATED OCTOBER 21, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. THIS IS A COMPLETE REVISION AND NO ASTERISKS HAVE BEEN USED TO HIGHLIGHT REVISIONS.

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: Rear HVAC Blower Controller Can Not Change Blower Speed

OVERVIEW:

This bulletin involves reprogramming the HVAC with updated software.

MODELS:

2012 - 2013 (WD) Durango

NOTE: This bulletin applies to vehicles equipped with Air Cond ATC W/Dual Zone Control (sales code HAH) and Rear Air conditioning W/Heater (sales code HBB).

SYMPTOM/CONDITION:

A customer may experience, not being able to change the blower motor speed with the rear HVAC controls.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no DTCs are set. If DTCs 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 HVAC control module using 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 DTCs that may have been set in all 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
18-50-10-91	Control Assembly, Instrument Panel HVAC - Inspect and/or Program. (0 - Introduction)	7 - A/C And Heating	0.2Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 7 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 the dealer found updated software to correct that issue, use failure code CC, for all other use failure code RF.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, than 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