



NUMBER: 24-005-15

GROUP: Heating & Air
Conditioning

DATE: October 14, 2015

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THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 24-003-14 REV.A, DATED OCTOBER 17, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES REMOVING THE BUILD DATE RANGE FOR WK, REVISED SYMPTOM/CONDITION AND CHANGING THIS SERVICE BULLETIN TO AN RRT STATUS.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-087. 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 IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:

Flash: Temperature Control Enhancement

OVERVIEW:

This bulletin involves reprogramming the HVAC Module with new software.

MODELS:

2014	(WK)	**Jeep** Grand Cherokee
2014	(WD)	**Dodge** Durango

NOTE: **This bulletin applies to WK vehicles equipped with Dual Zone Automatic Temperature Control (sales code HAF)******

NOTE: **This bulletin applies to WD vehicles equipped with 3 Zone Automatic Temperature Control (sales code HAH) built on or after August 19, 2013 (MDH 0819XX) and on or before April 16, 2014 (MDH 0416XX).******

SYMPTOM/CONDITION:

Customers may experience the following condition:

- Vehicle cabin temperature seems too warm even after reducing the Automatic Temperature Control setpoint.
- ****Heat mode becomes active when the radio is configured to read in °C and cabin temperature is set to LO.****

Updating the HVAC software will correct these conditions.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all HVAC systems are functioning as designed. If DTCs 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 were help topics can be selected.

NOTE: If the HVAC module already has the latest software in it, use LOP **18-19-62-9J**** close this active RRT.**

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. Clear any DTCs 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
18-19-62-9J	Module, Automatic Temperature Control (ATC) - Inspect and/or Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately **8**** 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, 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**