



NUMBER: 08-113-15

GROUP: Electrical

DATE: November 14, 2015

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-114. 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: Heated Steering Wheel Temperature Enhancement

OVERVIEW:

Depending on vehicle architecture:

This bulletin involves updating the Comfort Seat and Wheel Module (CSWM) software for the KL/UF vehicles or the Heated Seat Module (HSM) software for the WK/WD/LD/LA & LX vehicles.

MODELS:

| | | |
|------|------|---------------------|
| 2015 | (WK) | Jeep Grand Cherokee |
| 2016 | (KL) | Jeep Cherokee |
| 2015 | (WD) | Dodge Durango |
| 2016 | (LA) | Dodge Challenger |
| 2016 | (LD) | Dodge Charger |
| 2016 | (LX) | Chrysler 300 |
| 2016 | (UF) | Chrysler 200 |

**NOTE: This bulletin applies to vehicles within the following markets/countries:
NAFTA, LATAM, EMEA, APAC.**

NOTE: This bulletin applies to WK vehicles built on or after September 02, 2015 (0902XX) and on or before October 27, 2015 (1027XX) equipped with Heated Steering Wheel (Sales Codes NHS).

NOTE: This bulletin applies to WK SRT vehicles built on or after July 29, 2015 (0729XX) and on or before October 27, 2015 (1027XX) equipped with Heated Steering Wheel (Sales Codes NHS).

NOTE: This bulletin applies to WD vehicles built on or after August 18, 2015 (00818XX) and on or before October 27, 2015 (1027XX) equipped with Heated Steering Wheel (Sales Codes NHS).

NOTE: This bulletin applies to LA/LD/LX including SRT vehicles built on or after September 18, 2015 (0918XX) and on or before October 26, 2015 (1026XX) equipped with Heated Steering Wheel (Sales Codes NHS).

NOTE: This bulletin applies to KL vehicles built on or after September 07, 2015 (0907XX) and on or before November 04, 2015 (1104XX) equipped with Heated Steering Wheel (Sales Codes NHS).

NOTE: This bulletin applies to UF vehicles built on or after September 09, 2015 (0909XX) and on or before November 05, 2015 (1105XX) equipped with Heated Steering Wheel (Sales Codes NHS).

SYMPTOM/CONDITION:

A customer may describe that the heated steering wheel shuts off too soon, usually after 30 seconds and does not achieve satisfactory temperature. This is an intermittent condition and more noticeable at temps below 19.5°C (67.1°F).

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues 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 listed above, 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 CSWM or HSM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the "HELP" tab on the upper portion of the wiTECH window, then "HELP CONTENTS." This will open the Welcome to wiTECH Help screen where help topics can be selected.

NOTE: If the software is up to date use inspection LOP (18-52-34-91) to close an active RRT.

2. **(KL/UF vehicles only)** Using wiTECH, perform a Proxi Configuration Alignment. This routine is available under the 'Vehicle Preparations' tab found on the home page of wiTECH.
3. Clear any DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|----------------------------|--|---------------------------------|---------------|
| 18-52-34-91 | Module, Comfort Seat and Wheel (CSWM) / Heated Seat Module (HSM) - Inspection (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs |
| 18-52-34-92 | Module, Comfort Seat and Wheel (CSWM) / Heated Seat Module (HSM) - Reprogram (0 - Introduction) LA/LD/LX/WD/WK | 6 - Electrical and Body Systems | 0.2 Hrs |
| 18-52-34-93 | Module, Comfort Seat and Wheel (CSWM) / Heated Seat Module (HSM) - Reprogram (0 - Introduction) UF/KL | 6 - Electrical and Body Systems | 0.3 Hrs |

NOTE: The expected completion time for the flash download portion of this procedure is approximately 2 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 |