



NUMBER: 24-010-16

GROUP: Heating & Air
Conditioning

DATE: July 20, 2016

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-072. ALL APPLICABLE UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UN-SOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. FOR VEHICLES NOT INCLUDED IN THE RRT VIN LIST, APPLICATION OF THIS SERVICE BULLETIN TO SOLD UNITS IS BASED UPON THE CUSTOMER EXPERIENCING THE SYMPTOM/CONDITIONS. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

FOR HELP WITH USING wiTECH FOR ECU FLASH REPROGRAMMING, CLICK ON THE APPLICATION'S "HELP" TAB.

THE wiTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:

HVAC System Not Cold

OVERVIEW:

This bulletin involves confirmation of latest software level and possibly doing a forced cool down routine of the Heating Ventilation Air Conditioning (HVAC) Module.

MODELS:

2017 (RU) Chrysler Pacifica

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

NOTE: This bulletin applies to vehicles built on or after March 21, 2016 (MDH 0321XX) and on or before May 02, 2016 (MDH 0502XX).

SYMPTOM/CONDITION:

Customers may describe that the HVAC system is not blowing cold air at startup. The HVAC starts to blow cold air after some drive time.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all HVAC systems are functioning as designed. If Diagnostic Trouble Codes (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 listed above, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Check for the vehicle having the latest HVAC software level.
2. Has the vehicle been previously flashed with the latest software level?
 - a. YES>>>Proceed to [Step #5](#).
 - b. NO>>> Proceed to [Step #3](#).
3. Reprogram the HVAC control module with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
4. 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 them to be cleared. After clearing the codes proceed to the next step.
5. With the wiTECH connected perform a "Forced Cool down" routine found under HVAC module>systems tests.
6. After performing the "Forced Cool down", test the HVAC system to make sure the A/C is working and is the proper air temperature for conditions.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-50-10-97	Module, Heating Ventilation Air Conditioning (HVAC) - Check For Reprogram And Perform Routine (0 - Introduction)	7 - Air Conditioning and Heating	0.3 Hrs.

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