



**NUMBER:** 24-006-16

**GROUP:** Heating & Air  
Conditioning

**DATE:** May 11, 2016

*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 US LLC.*

**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:***

Flash: HVAC System Not Cold

***OVERVIEW:***

This bulletin involves reprogramming the Heating Ventilation Air Conditioning (HVAC) Module with new software.

***MODELS:***

2017 (RU) Chrysler Pacifica

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

**NOTE: This bulletin applies to vehicles built on or before May 03, 2016 (MDH 0503XX).**

***SYMPTOM/CONDITION:***

Customers may describe one or more of the following:

- The HVAC system is not blowing cold air at startup. It may take as long as 25 minutes after driving for air to blow cold.
- Intermittent A/C operation.

***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 the customer describes any of the symptoms/conditions 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 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.
2. 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.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-50-10-95	Module, Heating Ventilation Air Conditioning (HVAC) - Reprogram (0 - Introduction)	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