



NUMBER: 24-007-16

GROUP: Heating & Air
Conditioning

DATE: May 19, 2016

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 24-003-13 REV. B, DATED DECEMBER 10, 2013 WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES ADDITIONAL VEHICLE MODEL YEARS, NEW SYMPTOM/CONDITIONS, NEW SALES CODE AND NEW LABOR OPERATIONS.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-081. 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.

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 Enhancement

OVERVIEW:

This bulletin involves reprogramming the HVAC control module with the latest available software.

MODELS:

2014 ** - 2016** (KL) Jeep Cherokee

NOTE: This bulletin applies to vehicles built on or before May 02, 2016 (MDH 0502XX) equipped with **Air Conditioning ATC (Automatic Temp Control) W/Dual Zone Control (Sales Code HAF)**** or **Air Conditioning with MTC (Manual Temp Control) (Sales Code HAA)**.**

SYMPTOM/CONDITION:

The customer may describe one of the following:

- ****The radio temperature display does not match the HVAC controller temperature display.**
- After a temperature slide bar movement, the radio display shows the temperature slider waiting for about three seconds and then the slide bar jumps again.
- Insufficient heating or cooling inside the vehicle.**
- After the ignition has been turned off for over four minutes, the MTC HVAC controls change to a different setting. The temperature setting should remain where the temperature was last set at. When the temperature slider bar is left at mid way point or less, the setting will revert to a cooler setting depending on where it was set before.

DIAGNOSIS:

If the customer describes 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 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 all modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
3. Perform the Actuator Calibration Test routine found under the Systems Test tab in the HVAC control module view in the wiTECH Diagnostic Application.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-75-16-90	Module, Temperature Control (Sales Code HAF or HAA) - Reprogram (0 - Introduction)	7 - Air Conditioning and Heating	0.2 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 if the dealer finds a software update 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