



NUMBER: 24-005-16

GROUP: Heating & Air
Conditioning

DATE: May 26, 2016

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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:

Blend Door Stuck In Full Heat Mode (X64 Warranty Extension)

OVERVIEW:

This bulletin involves re-calibrating or replacing the right side Heating, Ventilation, Air Conditioning (HVAC) Blend Door actuator.

MODELS:

2014 - 2015 (RT) Chrysler Town & Country
Dodge Grand Caravan

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

NOTE: This bulletin applies to vehicles built on or after January 13, 2014 (MDH 0113XX) and on or before May 25, 2015 (MDH 0525XX) equipped with a Dual Zone Manual Temperature Control System (Sales Code HAD) or a 3 Zone Manual Temperature Control System (Sales Code HAK).

SYMPTOM/CONDITION:

Customers may describe one or more of the following conditions:

- Not being able to adjust the HVAC system temperature to their comfort level regardless of blend door/temperature setting.
- Feeling hot air coming out of the right side vents.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all HVAC 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 the customer describes the symptom/condition listed, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68299450AA	Actuator, A/C and Heater Right Temp Blend Door
1 (AR)	68300368AB	RT Dual Zone HVAC

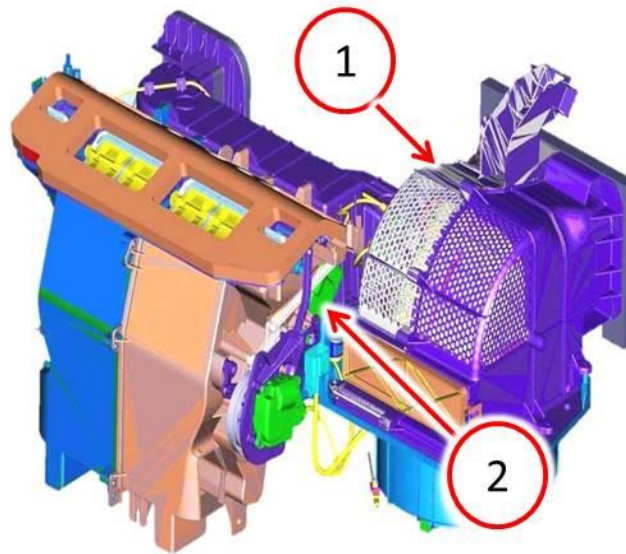


Fig. 1 Blend Door Actuator - Reference

1 - Right Side HVAC Module

2 - Temperature Blend Door Actuator

REPAIR PROCEDURE:

NOTE: The HVAC controller MUST be updated to the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the HVAC controller software

1. Perform the Actuator Calibration Test routine found under the Systems Test tab in the HVAC control module view in the wiTECH Diagnostic Application.
2. Did the right side actuator fail the calibration test?
 - a. YES >>> Proceed to step [Step #3](#).
 - b. NO >>> Normal diagnosis should be performed.
3. Remove the right side instrument panel silencer.
4. Using the HVAC controller, operate the driver and passenger temperatures from max hot, to max cold, and visually inspect the actuator linkage for proper operation and temperature change.
5. Did the actuator operate properly cycling through the hot and cold temperatures?
 - a. YES >>> Normal diagnosis should be performed.
 - b. NO >>> Proceed to step [Step #6](#).
6. Remove the right blend door actuator. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 24 - Heating and Air Conditioning/Controls, Front/Actuator, Blend Door/Removal.
7. Install the right blend door actuator. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 24 - Heating and Air Conditioning/Controls, Front/Actuator, Blend Door/Installation.
8. Perform a heating and cooling test with the vehicle running and warmed up. At least three complete temperature cycles, operating both Max hot and Max cool temperatures from the passenger side panel outlets. Confirm each temperature is held for one minute at each position.

POLICY:

Reimbursable within the provisions of the warranty.

NOTE: Vehicles included in this Service Bulletin have a 5 Year / 60,000 Miles Warranty Extension for this repair. See Warranty Bulletins; U.S. D-16-11, International ID-16-06, Canada SAB 2016-12, Puerto Rico ID-16-07, or Mexico BG-022-16 for details associated with the extended warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
24-55-23-90	Actuator, A/C and Heater Right Temperature Blend Door - Test and Replace (2 - Skilled)	7 - Air Conditioning and Heating	0.6 Hrs.

FAILURE CODE:

ZZ	Service Action
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