THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-023. 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 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 Diagnostic And System Improvements

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.

NOTE: This bulletin applies to vehicles built on or after October 23, 2016 (MDH 1023XX) and on or before January 24, 2017 (MDH 0124XX). Equipped with Automatic Temperature Control W/3 Zone Temp Control (Sales Code HAH) and Remote Start System (Sales Code XBM).

SYMPTOM/CONDITION:
Customer may describe HVAC set temperature switches to "Lo" after using Remote Start.

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related 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:

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. Check for the vehicle having the latest HVAC software level.
2. Has the vehicle been previously flashed with the latest software level?
   a. YES>>>This bulletin has been completed, use LOP (18-50-10-98) to close the active RRT.
   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.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-50-10-98	Module, Heating Ventilation Air Conditioning (HVAC) - Inspect Software Level for Update (0 - Introduction)	7 - Air Conditioning and Heating	0.2 Hrs.
18-50-10-99	Module, Heating Ventilation Air Conditioning (HVAC) - 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 3 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