



NUMBER: 24-005-17

GROUP: 24 - Heating and Air Conditioning

DATE: November 3, 2017

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 24-003-11, DATED FEBRUARY 24, 2011, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE ADDING 2012 VEHICLES, NEW SYMPTOM, UPDATED FAILURE CODE STATEMENT AND LOP.**

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 the latest available software.

MODELS:

2011 - ****2012**** (JC) Dodge Journey

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

SYMPTOM/CONDITION:

Some customers may notice one of the following:

- ****The Defrost button has to be pressed twice to activate the system.****
- The Automatic Temperature Control (ATC)/ Manual Temperature Control (MTC) controller may lose its configuration. This condition can happen when the battery is disconnected or becomes low. This condition could also happen if CAN bus communication was lost. The software was changed to monitor the configuration every two seconds and updated it if the last data saved in memory is different from what is being received on the CAN bus to correct this issue (2011 Only).

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related systems are functioning as designed. If any Diagnostic Trouble Codes (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 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 all DTCs that may have been set in any module 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
18-50-10-9D	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 use failure code CC with this Service Bulletin.**

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- When utilizing this failure code the 3C's (customer's concern, cause and correction) must be provided for processing Service Bulletin flash/reprogramming conditions.**

CC	Customer Concern
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