



NUMBER: 24-004-19

GROUP: 24 - Heating and Air Conditioning

DATE: May 10, 2019

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SUBJECT:

Flash: Heating, Ventilation and Air Conditioning (HVAC) Module Updates

OVERVIEW:

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

MODELS:

2018 (BU) Jeep Renegade

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

SYMPTOM/CONDITION:

The customer may describe one of the following:

- Not all blower speeds are working.
- Lose their user settings for the (temperature, distribution and blower speed) after a on/off key cycle.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If 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.
3. Cycle the ignition off than back on.
4. Using wiTECH, perform a Proxi Align . This routine is available under the "Guided Diagnostics" tab found on the home, "Vehicle View", page of wiTECH.
5. Clear any DTCs which may have been set during the reconfiguration procedure.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-50-10-9U	Module, HVAC Control (Sales Code 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 4 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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