



**NUMBER:** 24-009-19

**GROUP:** 24 - Heating and Air Conditioning

**DATE:** August 10, 2019

*This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.*

**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:**

2019	(WD)	Dodge Durango
2019	(WK)	Jeep Grand Cherokee

**NOTE:** This bulletin applies to vehicles within the following markets/countries: North America, APAC and EMEA.

**NOTE:** This bulletin applies to vehicles built on or after August 20, 2018 (MDH 0820XX) and on or before July 22, 2019 (MDH 0722XX) equipped with Air Cond ATC W/Dual Zone Control (Sales Code HAF).

**SYMPTOM/CONDITION:**

The customer may experience the following:

- During start up, in cold ambient temperatures, the HVAC automatic temperature controller will over heat the cabin temperature around 10-15 minutes into the drive. Customers will feel their upper body warmer than their lower body.

**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 one 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
18-19-62-AB	Module, HVAC Control - 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 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
----	------------------