



NUMBER: 24-012-19

GROUP: 24 - Heating and Air Conditioning

DATE: October 11, 2019

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This bulletin supersedes Service Bulletin 24-006-18, dated June 7, 2018, which should be removed from your files. All revisions are highlighted with **asterisks**** and include additional model year, updated build to date, software for 2015 2019 model years and LOP.**

SUBJECT:

Flash: HVAC System Enhancement

OVERVIEW:

This bulletin involves reprogramming the Heating Ventilation Air Conditioning (HVAC) Module with new software.

MODELS:

2014 - **2019**	(LD)	Dodge Charger
2014 - **2019**	(LX)	Chrysler 300
2015 - **2019**	(LA)	Dodge Challenger

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

NOTE: This bulletin applies to vehicles built on or before **October 15, 2019 (MDH 1015XX)**** and equipped with Air Conditioning ATC W/Dual Zone Control (Sales Code HAF) or equipped with Air Conditioning W/Dual Zone Temp Control (Sales Code HAD).**

SYMPTOM/CONDITION:

Customers may experience one of the following:

- Unpleasant odor in the vehicle after driving from highway speed limits back down to city speed limits.
- The left temperature door is inoperable **(2014-2018 Vehicles Only)**.

Updating the HVAC software will correct these conditions.

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 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 module with the latest software. Detailed instructions for flashing control modules using the wiTECH 2 Diagnostic Application are available by selecting the application's "HELP" tab.
2. Perform the Actuator Calibration Test routine found under the Systems Test tab in the HVAC control module view in the wiTECH Diagnostic Application.
3. 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
18-19-62-AC	Module, Heating Ventilation Air Conditioning (HVAC) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	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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