



NUMBER: 08-101-20

GROUP: 08 - Electrical

DATE: November 14, 2020

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 20-089, date of issue November 14, 2020. All applicable Sold and UnSold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RRT will expire 18 months after the date of issue.

SUBJECT:

Heating, Ventilation and Air Conditioning (HVAC) Controls Inoperative

OVERVIEW:

This bulletin involves replacing the HVAC module.

MODELS:

2020	(DJ)	RAM 2500 Pickup
2020	(D2)	RAM 3500 Pickup
2020	(DD)	RAM 3500 Cab Chassis
2020	(DP)	RAM 4500/5500 Cab Chassis
2020	(DX)	RAM Pickup (Mexico)

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

NOTE: This bulletin applies to vehicles built on or after August 18, 2020 (MDH 0818XX) and built on or before August 21, 2020 (MDH 0821XX).

SYMPTOM/CONDITION:

- Customers may experience not being able to change the HVAC modes, both on the radios display or HVAC controls.

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 a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. **This RRT only applies to vehicles on the RRT VIN list.**

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68493387AB	Module, Heating, Ventilation and Air Conditioning (HVAC)

REPAIR PROCEDURE:

1. Replace the HVAC module. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 08 - Electrical / 8E - Electronic Control Modules / Module, HVAC / Removal and Installation.
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
08-19-30-91	Module, Heating, Ventilation and Air Conditioning (HVAC) - Replace (2 - Skilled)	6 - Electrical and Body Systems	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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