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GROUP: 08 - Electrical

DATE: October 3, 2018

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-011-18, DATED JANUARY 26, 2018, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE ADDITIONAL MARKETS, BUILD DATE AND LOP.**

SUBJECT:

Flash: Heated Steering Wheel Temperature Updates

OVERVIEW:

This bulletin involves updating the Heated Seat Module (HSM) with the latest available software.

MODELS:

2017 – 2018	(WK)	Jeep Grand Cherokee
2017 – 2018	(WD)	Dodge Durango

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

NOTE: This bulletin applies to vehicles built on or before **August 28, 2018 (0828XX)**** equipped with Heated Steering Wheel (Sales Code NHS).**

SYMPTOM/CONDITION:

A customer may describe that the heated steering wheel may turn itself off after approximately five minutes of operation.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all 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 HSM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application' "HELP" tab.
2. Clear any 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
18-52-34-97	Module, Heated Seat (HSM) - 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 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
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