	NUMBER:	24-004-17
	GROUP:	24 - Heating and Air Conditioning
	DATE:	October 24, 2017

SERVICE BULLETIN

THIS BULLETIN SUPERSEDES SERVICE BULLETIN 24-009-14, DATED OCTOBER 03, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS** AND INCLUDE ADDITIONAL MODEL YEARS, SYMPTOM/CONDITIONS, FAILURE CODE STATEMENT AND LOP.

FOR HELP WITH USING wiTECH FOR ECU FLASH REPROGRAMMING, CLICK ON THE APPLICATION'S "HELP" TAB.

THE wiTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:
Flash: HVAC System Improvements

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

MODELS:

2014 - **2015**	(WD)	Dodge Durango
2014 - 2015	(WK)	Jeep Grand Cherokee

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

NOTE: This bulletin applies to vehicles equipped with Dual Zone Automatic Temperature Control (Sales Code HAF) or with 3 Zone Automatic Temperature Control (Sales Code HAH).

SYMPTOM/CONDITION:
Some customers may experience one or more of the following conditions:

- **HVAC is shutting off during a cold engine crank due to low voltage, user will need to manually turn HVAC system back on.**.
- Erratic blower speed operation when using HVAC system in auto mode.
- Brief burst of hot or cold air after adjusting the HVAC temperature setting.

Updating the HVAC software will correct these conditions.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related systems are functioning as designed. If any 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. 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 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
**18-19-62-9W	Module, Heating Ventilation Air Conditioning (HVAC) - 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