



# SERVICE BULLETIN

**NUMBER:** 24-007-19

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

**DATE:** June 26, 2019

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## **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:**

2015 - 2016	(RT)	Chrysler Town & Country Dodge Caravan
2017 - 2019	(RT)	Dodge Caravan

**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 before January 14, 2019 (MDH 0114XX) equipped with Front Driver & Pass Air Conditioning 3 Zone (Sales Code HAD) or Manual Control-Front & Rear A/C (Sales Code HAK) or 3 Zone Auto Control-Front/Rear A/C (Sales Code HAH).

## **SYMPTOM/CONDITION:**

The customer may notice the following:

- Front blower motor is louder than normal.
- Front blower motor bearing noise due to water intrusion.

**NOTE:** If the blower motor has noise due to bearing/bushing failure, a new blower motor will be needed, and re-program of HVAC control module must be performed to prevent repeat failures. Replacement of the blower motor will need to be repaired under normal warranty process.

## **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 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.
3. Perform Actuator Calibration Test by following the steps below:
  - a. Go to Topology Tab.
  - b. Select "HVAC" tab from Topology screen.
  - c. Select "System Tests" tab.
  - d. Select "Actuator Calibration Test" and follow screen prompts.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
18-50-10-9W	Control Assembly, Instrument Panel 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
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