



NUMBER: 24-005-19

GROUP: 24 - Heating and Air Conditioning

DATE: May 18, 2019

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

This bulletin supersedes Service Bulletin 24-007-14, dated September 11, 2014, which should be removed from your files. This is a complete revision and no asterisks have been used to highlight revisions.

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:

2014 - 2019 (VF) RAM ProMaster

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

NOTE: This bulletin applies to vehicles built on or before February 7, 2019 (MDH 0207XX) equipped with Air Conditioning (Sales Code HAA) or Air Conditioning Delete (Sales Code HCD).

SYMPTOM/CONDITION:

The customer may experience a Malfunction Indicator Lamp (MIL) illumination with one or more of the following Diagnostic Trouble Codes (DTCs) or the symptom/conditions listed below:

- U1710-86 - Implausible Data Received From HVAC.
- U1710-87 - ACM (Automatic Climate Module) On B CAN - Missing Message.
- The HVAC control for the air conditioning/heating outlet control, fan speed or other controls maybe inoperative after a Body Control Module (BCM) had been replaced.
- The rear defrost/heated mirror LED indicator on the HVAC controller does not illuminate when the button is depressed **(2014 MY only)**.

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 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 or if the technician finds the DTCs, 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. Using wiTECH, restore configuration and align proxi. This routine is available under the "Guided Diagnostics" tab found on the home, "Vehicle View", page of wiTECH.
4. **This step is for 2014 MY only all other years, Proceed to Step 5.** Perform the Actuator Calibration Test routine found under the Systems Test tab in the HVAC control module view in the wiTECH Diagnostic Application.
5. Unplug the wiTECH. Let all modules go to sleep (this should take approximately two minutes).
6. Reconnect wiTECH, select proxi configuration alignment again and follow all prompts.
7. Clear any DTCs which may have been set during the reconfiguration procedure.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-50-10-9T	Module, HVAC Control - Reprogram (0 - Introduction)	7 - Air Conditioning and Heating	0.3 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
----	------------------