

Technical Service Bulletin (TSB)

Flash: Heating, Ventilation and Air Conditioning (HVAC) Module Updates

REFERENCE:	TSB: 08-231-22 GROUP 08 - Electrical	Date:	December 13, 2022	REVISION:	24-005-19
VEHICLES AFFECTED:	2014 - 2019 (VF) RAM ProMaster 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).			MARKET APPLICABILITY: ☒ NA☐ MEA ☒ SA☐ IAP ☐ EE☐ CH	
CUSTOMER SYMPTOM:	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).				
CAUSE:	HVAC software				

This bulletin supersedes Technical Service Bulletin (TSB) 24-005-19, date of issue May 18, 2019, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include additional verbiage on also updating the Body Control Module (BCM).

REPAIR SUMMARY:

This bulletin involves reprogramming the HVAC control module with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-50-10-9T	Module, HVAC Control - Reprogram (0 - Introduction)	7 - Air Conditioning and Heating	0.3 Hrs.
Failure code	CC	Customer Concern	

The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM identified in the Technical 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 Technical Service Bulletin flash/reprogramming conditions.

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 the customer describes the symptom/condition listed above or if the technician finds the DTCs, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	—	—

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.

NOTE: ****The (BCM) must be updated to the latest available software at the conclusion of this repair procedure. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the BCM software.****

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. ****Verify the BCM module is programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the BCM software.****
8. Clear any DTCs which may have been set during the reconfiguration procedure.

POLICY:

Reimbursable within the provisions of the warranty.

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