



NUMBER: 24-002-09

GROUP: Heating & Air
Conditioning

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THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 24-002-08 REV. A, DATED NOVEMBER 26, 2008. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE SOFTWARE UPDATES FOR 2007 ALONG WITH AN UPDATED ATC REPAIR PROCEDURE.**

THE StarSCAN® FLASH FILES FOR THIS BULLETIN MUST BE RETRIEVED FROM THE INTERNET.

StarSCAN® SOFTWARE LEVEL MUST BE AT RELEASE 9.05 OR HIGHER.

StarMOBILE DESKTOP CLIENT -OR- StarMOBILE STANDALONE MODE MAY ALSO BE USED TO PERFORM THE FLASH.

SUBJECT:

FLASH - Too Large Of A Temperature Increase When The Temp Knob Is Moved One Or Two Detents from Full Cold Position

OVERVIEW:

This bulletin involves replacing the manual temperature control head on MTC equipped vehicles. ****ATC equipped vehicles will require either a flash or ATC control depending on software version.****

MODELS:

2007 - 2008	(WH)	Grand Cherokee (International Markets)
2007 - 2008	(WK)	Grand Cherokee
2007 - 2008	(W2)	Grand Cherokee CKD
2007 - 2008	(XK)	Commander
2007 - 2008	(XH)	Commander (International Markets)

NOTE: **The MTC portion of this bulletin applies to vehicles built between July 2, 2006 (MDH 0702XX) and January 14, 2008. (MDH 0114XX) equipped with a manual temperature control system (Sales Code HAA).******

SYMPTOM/CONDITION:

Customer may complain that panel temperatures increase too rapidly when the temp knob is moved one or two detents from full cold while in manual mode. This service bulletin will provide the customer with smaller, more expected, panel temperature increases per detent move from the full cold temperature knob position.

DIAGNOSIS:

1. Once the vehicle is at operating temperature, place controls to panel mode, adjust temperature to full cold and turn A/C on. Turn the blower to High and with the use of a thermometer, measure and record the outlet temperature from the center ducts. This temperature acts as a base point to measure the change in the temperatures between the next few detents. Move the temperature knob one detent towards the hot region (clockwise), wait for the system to stabilize and take another measurement. Repeat this procedure for the next two detentes. Compare the temperature differences between each detent if they are greater than 10 °F (5.5 °C) proceed to Step 2. If the temperature differences are less than 10 °F (5.5 °C) then this bulletin does not apply. The system is operating as it was designed.
2. ****Is the vehicle equipped with ATC?**
 - a. Yes > proceed to ATC REPAIR PROCEDURE:
 - b. No > proceed to MTC REPAIR PROCEDURE:**

PARTS REQUIRED:

Qty.	Part No.	Description
1	55111876AD	Control, ATC
1	55037979AE	Control, MTC

SPECIAL TOOLS / EQUIPMENT REQUIRED:

NPN	C-4755 Trim Stick
NPN	Battery Charger
NPN	C-4755 Trim Stick
CH9401	StarSCAN® Tool
CH9404D	StarSCAN® Vehicle Cable
CH9409	StarSCAN® Documentation Kit
CH9410	StarSCAN® Ethernet Cable, 12 ft.
CH9412	StarSCAN® Software Update Device Kit
	TechCONNECT PC or Equivalent

MTC REPAIR PROCEDURE:

1. Replace the manual temperature control head. Refer to TechCONNECT for detailed repair procedures, select the SERVICE INFO tab / 24 - Heating & Air Conditioning > Controls > Controls A/C Heater Removal and Installation.
2. Perform a manual door calibration:
 - a. Turn blower motor off
 - b. Hold the EBL (defrost) button while turning the blower on.

- c. Hold EBL for 5 seconds. EBL will blink at 1 HZ until test is complete (approximately 1 minute). Test is complete when the EBL stops blinking.

NOTE: If EBL and A/C begin to blink then there are diagnostic trouble codes set in the control head requiring further diagnosis.

****ATC REPAIR PROCEDURE:**

1. Record the ATC control software part number.
2. Does the ATC control p/n end in "55111876ZA"?
 - a. Yes >> Following procedures in DealerCONNECT > TechCONNECT > Heating and Air Conditioning > Controls > Control, A/C and Heater > replace the ATC control. After performing control replacement, initiate the Actuator Calibration function using the scan tool (Refer to Section 28 - DTC-Based Diagnostics/HVAC - Diagnosis and Testing).
 - b. No >> Control does not require replacement, proceed to Flash Repair Procedure.**

FLASH REPAIR PROCEDURE - USING THE INTERNET TO RETRIEVE THE FLASH FILE:

NOTE: The StarSCAN® diagnostic scan tool fully supports Internet connectivity. However, to take advantage of this feature you must first configure the StarSCAN® for your dealership's network. Make sure the StarSCAN® is configured to the dealership's network before proceeding. For instruction on setting up your StarSCAN® for the dealer's network refer to either: "DealerCONNECT > Service > StarSCAN® and StarMOBILE® tools > Online Documentation", or refer to the StarSCAN® Quick Start Networking Guide. The StarSCAN® Quick Start Networking Guide is also available on the www.dcctools.com website under the "Download Center".

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

NOTE: The repair Procedure (HVAC Control Flash) can be performed using the StarSCAN and StarMOBILE Standalone and Desktop.

1. Install a battery charger and verify that the charging rate provides approximately 13.5 volts. Set the battery charger to continuous charge. Do not allow the charger to time out during the flash process. Remove the charger from the battery when the flash process is complete.
2. Connect the CH9410 StarSCAN® ethernet cable to the StarSCAN® and the dealer's network drop.
3. Connect the CH9404D StarSCAN® vehicle cable to the StarSCAN® and the vehicle.
4. Power ON the StarSCAN®.
5. Turn the ignition switch on.
6. Retrieve the old HVAC part number. Using the StarSCAN® at the "Home" screen:
 - a. Select "ECU View"
 - b. Touch the screen to highlight the HVAC in the list of modules.
 - c. Select "More Options"
 - d. Select "ECU Flash"
 - e. Record the part number at the top of the "Flash HVAC" screen for later reference.
 - f. Select "Browse for New File". Follow the on screen instructions.
 - g. Select "Download to Scantool".

- h. Select "Close" after the download is complete, then select "Back".
- i. Highlight the listed calibration.
- j. Select "Update Controller". Follow on screen instructions.
- k. When the update is complete, select "OK".
- l. Verify the part number at the top of the "Flash HVAC" screen has updated to the new part number.**

NOTE: The part number will not updated on the ECU overview screen. Be sure to use the "Flash HVAC" screen to verify the part number has updated.

NOTE: Due to the HVAC programming procedure, a DTC may be set in other modules (TCM, BCM, MIC, SKREEM, etc.) within the vehicle, if so equipped. Some DTC's may cause the MIL to illuminate. From the "Home" screen select "System View". Then select "All DTCs". Press "Clear All Stored DTCs" if there are any DTCs shown on the list.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-19-62-12	Reprogram, Automatic Temperature Control (ATC) - (B)	0.3 Hrs.
24-75-01-90	Replace, Automatic Temperature Control (ATC) - (B)	0.5 Hrs.
24-50-10-97	Replace, Manual Temperature Control (MTC) - (B)	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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