



NUMBER: 24-001-20

GROUP: 24 - Heating and Air Conditioning

DATE: November 25, 2020

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SUBJECT:

HVAC Housing Service

OVERVIEW:

This bulletin informing the Technician about an HVAC housing redesign with components that need to be serviced together when servicing the HVAC housing.

MODELS:

2019 - 2020	(DT)	RAM 1500 Pickup
2019 - 2020	(DJ)	RAM 2500 Pickup
2019 - 2020	(D2)	RAM 3500 Pickup
2019 - 2020	(DD)	RAM 3500 Cab Chassis
2019 - 2020	(DF)	RAM 3500 <10K Cab Chassis
2019 - 2020	(DP)	RAM 4500/5500 Cab Chassis
2019 - 2020	(DX)	RAM Truck (Mexico)

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, LATAM and EMEA.

NOTE: This bulletin applies to vehicles built on or before July 30, 2020 (MDH 0730XX) equipped with Air Conditioning (Sales Code HAA) or Air Conditioning ATC W/Dual Zone Control (Sales Code HAF).

SYMPTOM/CONDITION:

Customers may experience the following:

- Poor Air conditioning system performance (Slow or excess time to cool down).
- HVAC is slow to cool, left center instrument panel outlet is warmer than right side instrument panel outlets.

DIAGNOSIS:

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

This bulletin is to aid the technician on awareness of several HVAC components that would need to be replaced when the HVAC housing is being serviced.

PARTS REQUIRED:

When servicing the HVAC housing, evaporator the following components need to be serviced together for proper system function, due to a HVAC housing redesign. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info>24 per the component being serviced.

(DT)						
Qty.	TYPE	Sales Code	Heater Case Service Kit	Distribution Case Service Kit	Wire Harness Service Kit	HVAC Control Module
(AR)	Single Zone Gas	HAA	68395984AC	68395985AB	Use original	68493386AC
(AR)	Single Zone Diesel	HAA	68396070AC	68395985AB	Use original	68493386AC
(AR)	Dual Zone GAS w/o pre-heater	HAF	68396071AC	68396073AB	68396054AC	68493386AC
(AR)	Dual Zone with pre-heater Diesel	HAF	68396072AC	68396073AB	68396054AC	68493386AC

(D2, DP, DD, DJ, DF & DX)						
Qty.	TYPE	Sales Code	Heater Case Service Kit	Distribution Case Service Kit	Wire Harness Service Kit	HVAC Control Module
(AR)	Single Zone Gas	HAA	68395984AC	68396073AB	Use original	68493387AB
(AR)	Single Zone Diesel	HAA	68396070AC	68396073AB	Use original	68493387AB
(AR)	Dual Zone GAS w/o pre-heater	HAF	68396071AC	68396073AB	68396054AC	68493387AB
(AR)	Dual Zone with pre-heater Diesel	HAF	68396072AC	68396073AB	68396054AC	68493387AB
(AR)	Single Zone Standard cab gas w/o pre-heater	HAA	68442368AC	68442371AB	Use original	68493387AB
(AR)	Single Zone Standard cab Diesel with pre-heater	HAA	68442369AC	68442371AB	Use original	68493387AB

Qty.	Part No.	Description
(AR)	68163848AB	Antifreeze
1 (AR)	68396055AA	Sensor, Duct Temperature
1 (AR)	06512008AA	Bolt, I-shaft (DT vehicles)

Qty.	Part No.	Description
1 (AR)	06508531AA	Bolt, I-shaft (HD vehicles)
1 (AR)	06511578AA	Nut, Steering Wheel (DT vehicles)
1 (AR)	06505656AA	Bolt, Steering Wheel (HD vehicles)

REPAIR PROCEDURE:

NOTE: The floor ducts will need to be removed for ease of removal and assembly.

NOTE: Record the radio presets prior to this repair so they can be programmed back in for the customer after the repair is performed.

1. Remove the HVAC housing. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info>24 - Heating and Air Conditioning / Distribution / Housing, HVAC / Removal.
2. Disassemble and reassemble the HVAC heater housing, Distribution housing, wire harness, and HVAC module with the updated parts from the service kits (**follow the parts table on which parts are needed for the vehicle being repaired**). Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info>24 - Heating and Air Conditioning / Distribution / Housing, HVAC / Disassembly and Assembly.

NOTE: Reuse the original air inlets, heater core, and ducts. A new wire harness is needed for dual zone units only.

NOTE: The original heater core will need to be transferred to the new heater housing and foam tape added per I-sheet provided if not already present. The new housing includes a new evaporator and all other seals needed.

3. Transfer the Diesel PTC heater unit (if applicable).
4. Transfer the HVAC control module. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info>08 - Electrical / 8E - Electronic Control Modules / Module, HVAC / Removal and Installation.
 - This may also require replacement and proper routines to be performed.
5. Install the HVAC housing. Refer to the detailed service procedures available in DealerConnect> Service Library under: Service Info>24 - Heating and Air Conditioning / Distribution / Housing, HVAC / Installation.
6. Program the customer preset radio stations that were recorded prior to start of the procedure.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
24-65-31-9A	Housing, HVAC - Replace with Updated Components (DT Models Only) (2 - Skilled)	7 - Air Conditioning and Heating	5.0 Hrs.
24-65-31-9B	Housing, HVAC - Replace with Updated Components (DJ/D2/DD/DP/DF/DX Models Only) (2 - Skilled)	7 - Air Conditioning and Heating	5.6 Hrs.

RELATED (LOP) TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
24-65-31-62	Floor Console Equipped (2 - Skilled)	7 - Air Conditioning and Heating	0.3 Hrs.
24-65-31-63	Dual Battery Equipped (2 - Skilled)	7 - Air Conditioning and Heating	0.6 Hrs.
24-65-31-65	Trailer Tow Equipped (Fifth Wheel Only) (2 - Skilled)	7 - Air Conditioning and Heating	0.2 Hrs.

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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