



Revised July 2018

Dealer Service Instructions for:

Safety Recall U73 / NHTSA 18V-332

Reprogram Powertrain Control Module

NOTE: Service Procedure steps revised.

Remedy Available

2017-2018 (RU) Chrysler Pacifica PHEV

NOTE: This recall applies only to the above vehicles equipped with Cruise Control (Sales Code NHM or NHZ) built from August 12, 2016 through June 11, 2018 (MDH 081203 through 061101).

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The fault handling strategy of the Powertrain Control Module (PCM) software on about 14,780 of the above vehicles does not remove positive torque requests from the engine controller if the CAN-C bus stops communicating while the cruise control is requesting positive torque. In the instance of a short in the vehicle causing the CAN-C bus to stop communicating while the cruise control is active and the vehicle speed is below the set speed such that the cruise control system is requesting positive torque at the exact moment of the short, it is possible for a positive torque request to be locked on the PCM which may result in either the vehicle maintaining its current speed or possibly accelerating. If the driver does not shift to neutral or apply the brakes to stop the vehicle this condition can cause a vehicle crash without warning.

Repair

Inspect the software level of the Powertrain Control Module (PCM), Battery Pack Control module (BPCM) and Power Inverter Module (PIM) and if necessary, reprogram with the latest available software.

Parts Information

No parts are required to perform this service procedure.

Parts Return

No parts return required for this campaign.

Special Tools

The following special tools are required to perform this repair:

- NPN wiTECH micro pod II
- NPN Laptop Computer
- NPN wiTECH Software

Service Procedure

NOTE: The wiTECH scan tool must be used to perform this recall.

NOTE: The high voltage Power Inverter Module (PIM), Powertrain Control Module (PCM) and Battery Pack Control module (BPCM) must be updated to the latest available software calibration level after completing this Safety Recall.

If the reprogramming flash process for the PCM, BPCM or PIM is aborted or interrupted, the flash should be restarted.

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.
2. Connect the wiTECH micro pod II to the vehicle data link connector.
3. Place the ignition in the “**RUN**” position.
4. Open the wiTECH 2.0 website.
5. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
6. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
7. From the “**Action Items**” screen, select the “**Topology**” tab.

NOTE: The PIM contains two processors, Hybrid Control Processor (HCP) and Auxiliary Hybrid Control Processor (AHCP). The HCP and AHCP are combined into one PIM software update. The software update must begin with updating the HCP. The AHCP will update immediately following the HCP.

8. From the “**Topology**” tab, select the “**HCP**” module icon.

Service Procedure [Continued]

9. From the “Flash” tab, compare the “**Current Electronic Control Unit (ECU) Part Number**” with the “**New ECU Part Number**” listed.
 - If the “**Current ECU part Number**” is the same as the “**New Part Number**”, proceed to **Step 15**.
 - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 10**.
 10. Select the flash part number. Read the flash special instructions page. Select “**OK**” to continue.
 11. From the flash ECU agreement page, agree to terms by checking the box.
 12. Select “**Flash ECU**” and then follow the wiTECH screen instructions to complete the flash.
 13. Confirm the software is at the latest available calibration level.
 14. Click “**View DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
- NOTE: An additional key cycle may be necessary to move active DTCs to stored DTCs then it will be necessary to clear all DTCs again**
15. From the “**Topology**” tab, select the “**PCM**” module icon.
 16. From the “Flash” tab, compare the “**Current Electronic Control Unit (ECU) Part Number**” with the “**New ECU Part Number**” listed.
 - If the “**Current ECU part Number**” is the same as the “**New Part Number**”, proceed to **Step 22**.
 - If the “**Current ECU part Number**” is NOT the same as the “**New Part Number**”, continue with **Step 17**.
 17. Select the flash part number. Read the flash special instructions page. Select “**OK**” to continue.
 18. From the flash ECU agreement page, agree to terms by checking the box.

Service Procedure [Continued]

19. Select **“Flash ECU”** and then follow the wiTECH screen instructions to complete the flash.
20. Confirm the software is at the latest available calibration level.
21. Click **“View DTCs”**, select **“Clear All DTCs”**, click **“Continue”** and then click **“Close”**.
22. From the **“Topology”** tab, select the **“BPCM”** module icon.
23. From the **“Flash”** tab, compare the **“Current Electronic Control Unit (ECU) Part Number”** with the **“New ECU Part Number”** listed.
 - If the **“Current ECU part Number”** is the same as the **“New Part Number”**, proceed to **Step 29**.
 - If the **“Current ECU part Number”** is NOT the same as the **“New Part Number”**, continue with **Step 24**.
24. **Select the flash part number. Read the flash special instructions page. Select “OK” to continue.**
25. From the flash ECU agreement page, agree to terms by checking the box.
26. Select **“Flash ECU”** and then follow the wiTECH screen instructions to complete the flash.
27. Confirm the software is at the latest available calibration level.
28. Click **“View DTCs”**, select **“Clear All DTCs”**, click **“Continue”** and then click **“Close”**.

NOTE: An additional key cycle may be necessary to move active DTCs to stored DTCs then it will be necessary to clear all DTCs again

Service Procedure [Continued]

29. Place the ignition in the “**OFF**” position and then remove the wiTECH micro pod II device from the vehicle.
30. Remove the battery charger from the vehicle.
31. Close the vehicle hood.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Inspect the PCM, BPCM and PIM Software Levels	18-U7-31-81	0.2 hours
<u>Related Operation</u>		
Reprogram PCM with New Software	18-U7-31-50	0.1 hours
Reprogram BPCM with New Software	18-U7-31-51	0.1 hours
Reprogram PIM with New Software (PIM contains HCP and AHCP)	18-U7-31-52	0.4 hours
Floor Plan Reimbursement	95-95-95-97	Calculate See Below

Floor Plan Reimbursement represents the vehicle's average daily allowance (see table below) multiplied by the number of days the vehicle was in dealer inventory and not available for sale. This reimbursement is limited to the number of days from the date of the stop sale to the date that the remedy was made available. Note: If the vehicle was received by your dealership (KZX date) AFTER the stop sale date, you will use the KZX date instead of the stop sale date. For this Recall, the stop sale was initiated on 06/22/2018 and the remedy was made available on 06/30/2018, therefore, the number of days cannot exceed 8 days.

Vehicle	Average Daily Allowance
(RU) Chrysler Pacifica PHEV	\$4.96

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner’s name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer’s VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers must perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXX

U73/NHTSA 18V-332

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. RECOMMENDED OPTION

Call your authorized Chrysler /
Dodge / Jeep® / RAM Dealership

**2. Call the FCA Recall Assistance
Center at 1-866-220-6747. An
agent can confirm part availability
and help schedule an appointment**

**3. Visit recalls.mopar.com, scan the
QR code below, or download the
Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS

Please reference Safety Recall U73.

IMPORTANT SAFETY RECALL

Reprogram Powertrain Control Module

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA has decided that a defect, which relates to motor vehicle safety, exists in certain [2017 through 2018 Chrysler Pacifica PHEV] vehicles equipped with Cruise Control.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The fault handling strategy of the Powertrain Control Module (PCM) software on your vehicle ^[1] does not remove positive torque requests from the engine controller if the CAN-C bus stops communicating while the cruise control is requesting positive torque. In the instance of a short in the vehicle causing the CAN-C bus to stop communicating while the cruise control is active and the vehicle speed is below the set speed such that the cruise control system is requesting positive torque at the exact moment of the short, it is possible for a positive torque request to be locked on the PCM which may result in either the vehicle maintaining its current speed or possibly accelerating. **If the driver does not shift to neutral or apply the brakes to stop the vehicle this condition can cause a vehicle crash without warning.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA will repair your vehicle ^[2] free of charge (parts and labor). To do this, your dealer will inspect the software level of the Powertrain Control Module (PCM) and if necessary, reprogram the PCM. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit. Your time is important to us; please be aware that these steps may require more time. The estimated repair time is one hour. We recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

Do not use cruise control on your vehicle until your vehicle has been remedied.

**VISIT [RECALLS.MOPAR.COM/HELP](https://recalls.mopar.com/help) FOR MORE INFORMATION AND
ANSWERS TO FREQUENTLY ASKED QUESTIONS**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
Fiat Chrysler Automobiles US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

Note to lessors receiving this recall notice: Federal regulation requires that you forward this recall notice to the lessee within 10 days.