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SUBJECT:

Performing Off-Site Software Updates to Support Recall T34

OVERVIEW:

This document provides information on what is required when performing a software update at the customer's home or preferred location.

MODELS:

2017-2018 (RU) Chrysler Pacifica (PHEV)

NOTE: This document applies to vehicles within the following markets/countries: U.S Only.

NOTE: This document applies to vehicles that are part of Recall T34 and equipped with 3.6L V6 Hybrid Engine (Sales Code EH3).

SYMPTOM/CONDITION:

Customers may request to have Recall T34 performed at their home or preferred location.

SPECIAL TOOLS/EQUIPMENT REQUIRED:

WTT9425 (Wright Tools) or equivalent	Battery Charger
NA	50' Extension Cord (12 Gauge)
NA	microPOD II
NA	microPOD II USB Cable
NA	wiTECH 2 Display
1261587	DVOM (Digital Volt Ohm Meter)
NA	Cell Phone
NA	Hot Spot Device
NA	Laptop with microPOD (Setup Utility Program Installed)
NA	Floor Mats, Steering Wheel Covers, Fender Cover (Additional clean fender cover is needed to set tools on, inside of the vehicle)
NA	Window Cleaner and Paper Towels

**DISCUSSION:**

When going to a customer's location or home, technicians should wear a clean FCA approved mechanic's uniform. This will help the customer to identify the individual as a dealership employee. Protective covering such as fender covers, paper floor mats and steering wheel covers should be used when servicing the vehicles.

Rental/Loaner Vehicle:

- Technician to drive rental/loaner to customer's location/vehicle in the event of no repair.
- Preferred if the rental/loaner vehicle is a Chrysler Pacifica.
- If there are issues completing Recall T34, the technician leaves the rental/loaner with the customer.
- The vehicle will then be repaired at the dealership. When completed the vehicle will be cleaned, charged and returned to customer.

Before Leaving the Dealer:

- Have a printed copy of T34 Recall.
- Have all tools required for the service procedure (listed above).
- Verify the microPOD II has been set up for the hot spot being used.
- Verify the microPOD II software is up to date.
- Verify the "microPOD Setup Utility" program on the laptop is at the latest software level.

Before Flashing the Vehicles:

- Request permission if the vehicle can be moved out of the garage if needed.

NOTE: Park the vehicle so it can be towed, if required.

- Request the location and permission to use 110v power source for the battery charger.
- **Do Not** perform the Recall T34 at the customer's home if there is poor Wi-Fi reception or no power outlet.
- When the repair procedure is complete move vehicle to the original location and ensure vehicle is wiped clean.

Flash Cannot be Performed:

- If the software update cannot be performed request permission to take the vehicle to the dealer and leave the loaner vehicle.
- Technician to move tools and equipment to customer vehicle.
- Inform customer when the vehicle will be retuned and request the preferred location and time.

Policy:

For repair instruction and warranty information review T34 document.