



NUMBER: 21-008-12

GROUP: Transmission and Transfer Case

DATE: March 23, 2012

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 12-020. ALL APPLICABLE UN-SOLD RRT VIN's HAVE BEEN LOADED FOR VEHICLES BUILT BEFORE FEBRUARY 1, 2012. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UN-SOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. FOR VEHICLES NOT INCLUDED IN THE RRT VIN LIST, APPLICATION OF THIS SERVICE BULLETIN TO SOLD UNITS IS BASED UPON THE CUSTOMER EXPERIENCING THE SYMPTOM/CONDITIONS. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN ECU IS AVAILABLE BY SELECTING "HELP" THEN "HELP CONTENTS" AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW.

THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 12.02 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Flash: Shift Improvements And/Or MIL Illumination And/Or Long Crank Times While Using E85 With Or Without Enhanced Accelerator Pedal Operation

OVERVIEW:

This bulletin involves flash reprogramming the Powertrain Control Module (PCM) with new software.

NOTE: There will be two software packages to choose from. Both software updates will fix all symptoms/conditions listed. One will contain an enhanced accelerator pedal operation and one will not. Refer to the "Symptoms/Conditions" for a detailed description of the changes. Be sure to consult with the Customer on what software version they prefer, Enhanced Pedal or Standard Pedal. Once the software choice is programmed it is a permanent change.

NOTE: For unsold vehicle make sure that the Enhanced Pedal software is applied. Do not apply the Standard Pedal software to the unsold vehicles.

MODELS:

2012 (RT) Caravan/Town And Country

NOTE: This Service Bulletin applies to vehicles built with 3.6L engine (sales code ERB) and a 6 speed automatic transmission (sales code DG2) built before March 15, 2012 (MDH 0315XX).

SYMPTOM/CONDITION:

Some customers may notice any of the following:

Transmission:

- i. Harsh 1-3 upshift while operating in Economy (ECO) mode.
- ii. Harsh 2-3 upshift while operating in normal mode.

There is another software choice available, in addition to addressing all the symptom/conditions listed. This new version of software called **Enhanced Pedal** has an update to the accelerator pedal operation. This change when applied will make the vehicle more responsive with less pedal input and also take less effort to maintain a constant cruising speed. Be sure to consult with the Customer on what software version they prefer, Enhanced Pedal or Standard Pedal. Once the software choice is programmed it is a permanent change.

Driveability:

- i. Long crank times after an overnight soak when temperatures are between 14° F and 41° F (-10° C to 5° C). This condition is noticeable when E85 fuel is being used.
- ii. Tugging or a fish bite sensation while driving down the road under a very light throttle at a steady state. This is most noticeable when temperatures are between 32° F and 86° F (0° C and 30° C).

MIL Illumination. Upon further investigation the Technician may find that any of the following Diagnostic Trouble Codes (DTC's) have been set:

- i. MIL for P0441 - Evap Purge System Performance
- ii. P06DE - Engine Oil Pressure Control Circuit Stuck On
- iii. P06DA - Engine Oil Pressure Control Circuit
- iv. P0420 - Catalyst Efficiency (Bank 1) sets in temperatures of 85° F (29° C) or higher
- v. P0430 - Catalyst Efficiency (Bank 2) sets in temperatures of 85° F (29° C) or higher
- vi. P0133 - O2 Sensor 1/1 Slow Response
- vii. P0153 - O2 Sensor 2/1 Slow Response
- viii. P0300 - Multiple Cylinder Misfire
- ix. P0301 - Cylinder 1 Misfire
- x. P0302 - Cylinder 2 Misfire
- xi. P0303 - Cylinder 3 Misfire
- xii. P0304 - Cylinder 4 Misfire
- xiii. P0305 - Cylinder 5 Misfire
- xiv. P0306 - Cylinder 6 Misfire
- xv. P113D - O2 Sensor 1/1 Slow Response (High Frequency)
- xvi. P113E - O2 Sensor 2/1 Slow Response (High Frequency)

DIAGNOSIS:

Using a Scan Tool (wiTECH™) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no Diagnostic Trouble Codes (DTC's) are set. If DTC's are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition or if the technician finds the DTC, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1	04275086AD	Label, Authorized Modification

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.

1. Reprogram the PCM with the latest software. Help using the wiTECH diagnostic application for flashing an ECU is available by selecting "help" then "help contents" at the top of the wiTECH diagnostic application window.
2. **After PCM reprogramming**, Clear any DTC's that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow the tech to clear them.
3. Using wiTECH clear the Variable Line Pressure (VLP) Counters, found in the Misc Function menu for the PCM ECU.
4. Using wiTECH perform the Quick Learn function, found in the Misc Function menu for the PCM ECU.
5. Type the necessary information on the "Authorized Modification Label" and attach it near the VECI label.

POLICY:

Reimbursable within the provisions of the warranty.

NOTE: For unsold vehicle make sure that the new pedal calibration software is applied. Do not apply the standard configuration to the unsold vehicles.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-19-06-R2	Module, Powertrain Control (PCM) - Reprogram (Skill Level = C; Training Level = 2)	0.2 Hrs.

FAILURE CODE:

FM	Flash Module
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