



**NUMBER:** 08-059-12

**GROUP:** Electrical

**DATE:** October 23, 2012

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**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 13.01 OR HIGHER TO PERFORM THIS PROCEDURE.**

**SUBJECT:**

Flash: Power Sliding Door Will Not Power Close And Makes A Clicking Noise

**OVERVIEW:**

This bulletin involves re-flashing the Power Sliding Door Module (PSDM) with updated software.

**MODELS:**

2011	(RT)	Town and Country/ Carvan
2012	(RT)	Town and Country/ Carvan
2013	(RT)	Town and Country/ Carvan

**NOTE: This bulletin applies to vehicles built prior to October 13, 2012 (MDH 1013XX) equipped with Right and left Power Sliding Doors (sales code JRA/JRB).**

**SYMPTOM/CONDITION:**

Customers may experience that the power sliding door will not power close. The sliding door will be stuck in the open position and the motor will make a clicking noise. There are no stored Diagnostic Trouble codes (DTC's) in the power sliding door module for this issue. This will happen when the PSDM loses the position counts. The sliding door will close manually using the inside or outside door handle.

Flashing the PSDM will correct this condition.

**DIAGNOSIS:**

1. Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no DTC's are set. If DTCs are present record them on the repair order and repair as necessary before proceeding further with this bulletin.
2. Using a Scan Tool (wiTECH) check the part number of the PSDM.
3. Is the PSDM part number 68079909AA?
  - a. Yes >>> Proceed to repair procedure, [Step #1](#).
  - b. NO >>> This bulletin doesn't pertain and normal diagnostic should be performed.

If the customer describes the symptom, perform the Repair Procedure.

#### 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. Flash reprogram the PSDM. Help using the wiTECH Diagnostic Application for flashing the PSDM is made available through the wiTECH Diagnostic Application. For instructions select the "HELP" tab on upper portion of the wiTECH window, then "HELP CONTENTS." This will open the Welcome to wiTECH Help screen where help topics can be selected.
2. Has the PSDM part number update to 68079909AB?
  - a. Yes >>> Proceed to [Step #3](#).
  - b. NO >>> The module needs to be reprogrammed again. Proceed to the repair procedure, [Step #1](#).

**NOTE: If the PSDM has been flashed a number of times then this bulletin doesn't pertain and further diagnostics need to be performed.**

3. Has both PSDM's been updated with the latest software?
  - a. Yes >>> Proceed to [Step #4](#).
  - b. No >>> Perform flash on the other PSDM, proceed to the repair procedure, [Step #1](#).
4. 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.
5. Perform the power sliding door relearn procedure in TechCONNECT, 08 - Electrical/8N - Power Systems/Power Sliding Door/Standard Procedure, POWER SLIDING DOOR LEARN CYCLE.

#### POLICY:

Reimbursable within the provisions of the warranty.

#### TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-19-31-92	Module, PSDM's - Inspect (Skill Level = C; Training Level = 2)	0.2 Hrs.
18-19-31-93	Module, PSDM's - Inspect & Reprogram (Skill Level = C; Training Level = 2)	0.2 Hrs.

***FAILURE CODE:***

FM	Flash Module
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