



NUMBER: 08-087-16

GROUP: Electrical

DATE: November 05, 2016

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-100. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

FOR HELP WITH USING wiTECH FOR ECU FLASH REPROGRAMMING, CLICK ON THE APPLICATION'S "HELP" TAB.

THE wiTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:

Flash: Power Sliding Door Module Enhancements

OVERVIEW:

This bulletin involves reprogramming both of the Power Sliding Door Modules (PSDM) with the latest available software.

MODELS:

2017 (RU) Chrysler Pacifica

NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA, LATAM.

NOTE: This bulletin applies to vehicles built on or before June 23, 2016 (MDH 0623XX) equipped with Power Sliding Doors (Sales Codes JRK).

SYMPTOM/CONDITION:

Customers may perceive that the power sliding door does not reverse immediately when closing, if the door comes in contact with a soft obstacle.

This software will update, the door closing strategy, which will require less force to reverse the door.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related systems are functioning as designed. If any Diagnostic trouble Codes (DTCs) are present, record the issues 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 listed above, ensure the PSDM is at the latest software version. If up to date, perform normal diagnostics.

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 PSDM with the latest software (both left and right modules will be reprogrammed at the same time). Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Clear any DTCs that may have been set in any modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
3. After flashing has been completed, the doors will have to go through a "re-learn" process with no obstacles in the way of travel. This is done by pushing the right side door exterior handle button when the door is fully closed. The door will then open automatically (do not touch the door). Once it has reached the full open position, close the door by pushing on the exterior handle button again. The door will then close automatically (do not touch the door). Repeat this process once again, for a total of two times. Repeat full process on the left side. The process can start on either the left or right side.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-31-95	Module, Power Sliding Door (PSDM) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 5 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

The dealer must choose which failure code to use. If the customer came in with an issue and if the dealer finds a software update to correct that issue, use failure code CC, for all other use failure code RF.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash