



NUMBER: 21-022-16 REV. A

GROUP: Transmission and Transfer Case

DATE: September 14, 2016

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THIS BULLETIN SUPERSEDES SERVICE BULLETINS 21-022-16, DATED JUNE 11, 2016 AND 21-018-16, DATED MAY 10, 2016, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE UPDATED BUILD DATE, SYMPTOM/CONDITION AND LOP.**

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: Transmission Shift And Drivability Enhancements

OVERVIEW:

This bulletin involves reprogramming the Transmission Control Module (TCM) with the latest available software.

MODELS:

2017 (RU) Chrysler Pacifica

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

NOTE: This bulletin applies to vehicles built on or before **August 16, 2016 (MDH 0816XX)**** equipped with a 3.6L V6 24V VVT Engine (Sales Code ERF) and a 9 Spd 948TE FWD Automatic Transmission (Sales Codes DFH).**

SYMPTOM/CONDITION:

Some customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation, a technician may find the following Diagnostic Trouble Codes (DTCs) stored in the TCM memory:

- P1CC9 - Unable To Engage Gear.
- P1DDE-00 - Ignition Run/Start Input 1-2 Correlation.

****The following improvement is also included in this update: Shifter interlocking improvement in an event of brake signal loss to the TCM.****

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above or if the technician finds the DTC, 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. Reprogram the TCM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

NOTE: Do not clear the adaptation memory cells in the TCM's memory. Clearing the memory cells may cause the transmission to not shift smoothly until they can be fully relearned.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|---------------------|--|----------------------------|------------|
| **18-19-05-DV | Module, Transmission Control (TCM) - Reprogram (0 - Introduction) | 2 - Automatic Transmission | 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.

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|----|------------------|
| CC | Customer Concern |
| RF | Routine Flash |