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GROUP: 08 - Electrical

DATE: June 17, 2017

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-043-17, DATED MAY 31, 2017, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE ADDITIONAL DIAGNOSTIC TROUBLE CODES (DTCs), NOTE IN DTC, BUILD DATE, RRT STATEMENT, FAILURE CODE STATEMENT AND LOP.**

****THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-046. 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: Battery Pack Control Module (BPCM) Diagnostic and System Improvements

OVERVIEW:

This bulletin involves reprogramming the BPCM with the latest available software.

MODELS:

2017 (RU) Chrysler Pacifica (PHEV)

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

NOTE: This bulletin applies to vehicles built on or before **June 13, 2017 (MDH 0613XX)**** and equipped with 3.6L V6 Hybrid Engine (Sales Code EH3) and Eflite SI-EVT Transmission (Sales Code DFQ).**

SYMPTOM/CONDITION:

Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation, a technician may find one or more of the following Diagnostic Trouble Codes (DTCs) have been set:

- **P0AA6-00 - Hybrid Battery Voltage System Isolation Fault.
- P1E1B-00 - Hybrid-Ev Battery Side Voltage System Isolation.

NOTE: Under a vehicle side isolation failure which generates P0AA6, the BPCM may falsely set P1E1B (HV battery isolation failure) on key off which results in a no start condition.**

- U11C5-00 - BPCM Lost Communication With On Board Charging Module.
- P1A9B-00 - Hybrid - EV Battery Temperature Sensor 1 Out Of Range High.
- P1AA7-00 - Hybrid - EV Battery Temperature Sensor 4 Out Of Range High.

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 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 or if the technician finds the DTC, perform the Repair Procedure.

REPAIR PROCEDURE:

CAUTION! The Powertrain Control Module (PCM), Hybrid Control Processor (HCP) and Auxiliary Hybrid Control Processor (AHCP) must be updated to the latest available software at the conclusion of this repair procedure. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the software.

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 BPCM 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 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. Verify the PCM, HCP and AHCP are programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the software.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-87-92	Module, Battery Pack Control - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 6 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 depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.**

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C's must be supplied.
- The failure code "RF" (Required Flash) can no longer be used on Service Bulletin flashes. The "RF" failure code can only be used on RRT.
- The "RF" failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.**

CC	Customer Concern
RF	Required Flash