



Vantage Mobility International

Field Instructions for Upgrading VMIQ in Chrysler Pacifica with Intermittent, Non-responsive Sliding Door

Document Number: TS-WI-0257

VMIQ FIRMWARE UPGRADE FOR CHRYSLER PACIFICA

ASSEMBLY AREA	N/A	ENGINEER	Mark Miller
MODEL	2017, 2018 Chrysler Pacifica	STATION #	N/A

RELEASE SIGNATURES

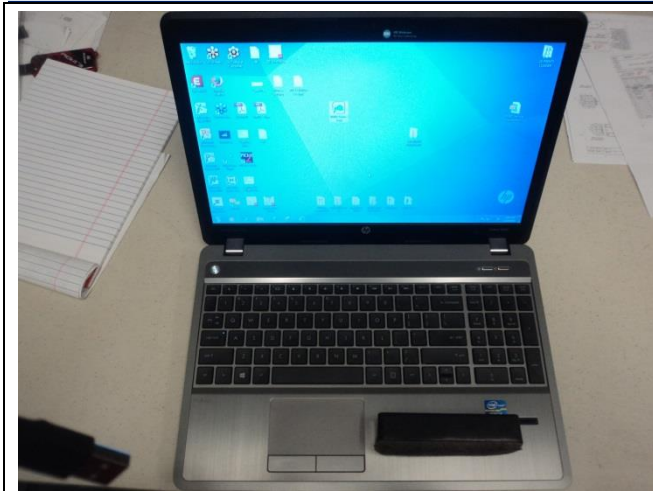
TITLE	SIGNATURE	DATE
TECHNICAL SUPPORT	David Hagstrom	3/15/18
MANUFACTURING ENGINEER	Mark Miller	3/15/18
DIRECTOR OF MANUFACTURING ENGINEERING	Brian Mark	3/15/18
DIRECTOR OF DESIGN ENGINEERING	Steve Ungetheim	3/15/18

REVISION HISTORY

AUTHOR	DESCRIPTION OF CHANGE	REV	RELEASED	ECO#
David Hagstrom	[Initial Release]	A	3/15/18	n/a

Document Number: TS-WI-0257

TOOLS REQUIRED



Laptop with VMIQ service tool loaded



Mini USB cable

SCOPE

VMI Chrysler Pacifica minivans, manufactured prior to 3/14/2018, may have firmware in the VMIQ that might allow the sliding door on either side to be non-responsive when actuated through any electrical input. This behavior can only be reproduced as an electrical signal is sent to the door **at the same time** as the OEM BCM (instrument panel) and the door operator module are shutting down. The sliding doors will return to normal operation once the OEM BCM is allowed to reset. Manual operation of the sliding doors is not affected. This firmware upgrade release is meant to remove the window in the programming that makes this behavior possible.

Document Number: TS-WI-0257

SPECIAL INFORMATION

You will need the newest version of the VMIQ service tool software loaded on your computer.

You can find the file for download at www.vmivans.com.

Select: Dealer Login > Dealer Portal > Explore The Portal button

Login using your username and password

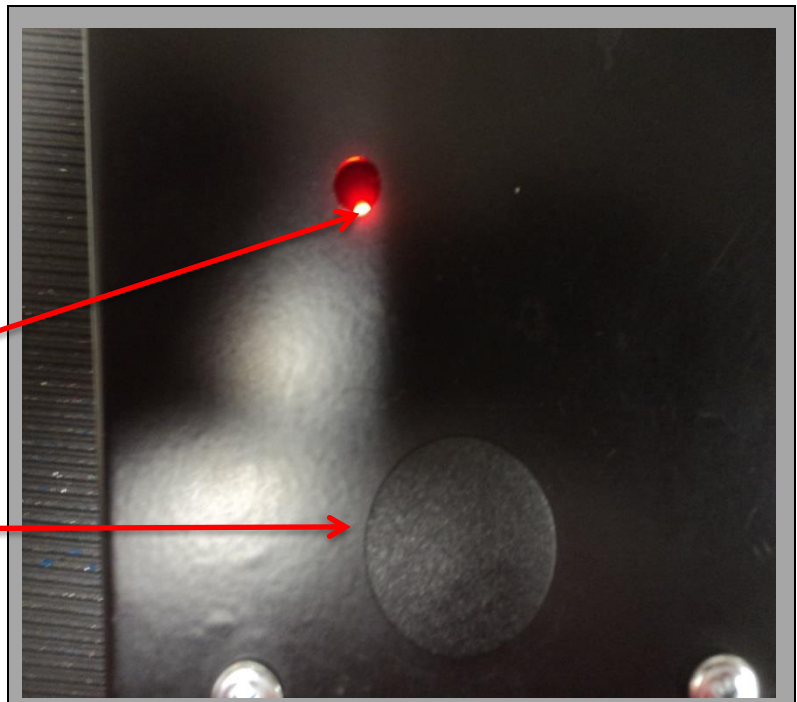
Select: Technical Support tab > VMIQ_Tools_Firmware > VMIQ Support > Firmware Updates > VMIQ Service Tool_Setup ver 1.0.0.XX.zip

Contact VMI Technical Support at 1-800-488-9082 to verify that you have the newest version firmware.

1. Locate and remove plastic snap cover on top of the VMIQ housing to expose the reset button and the USB connection.

**FLASHING LED
STATUS LIGHT**

PLASTIC SNAP ON COVER

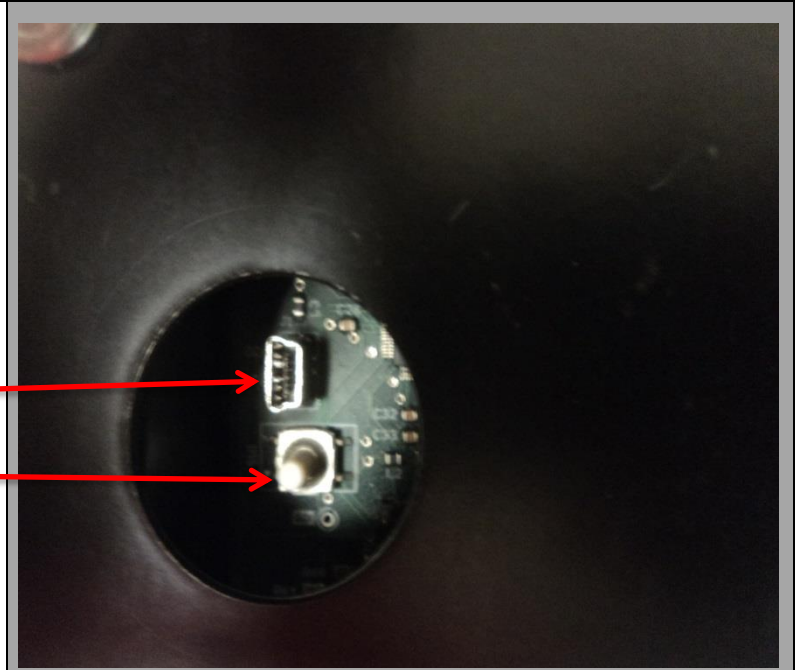


Document Number: TS-WI-0257

2. Connect computer to USB port using the Mini USB Cable.

MINI USB CONNECTION

RESET BUTTON

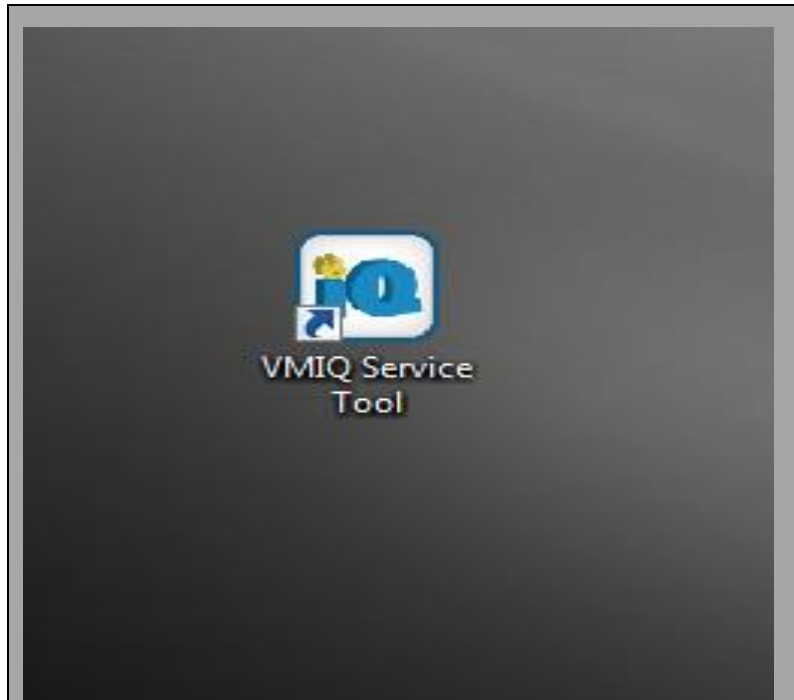


UPGRADE FIRMWARE ON VMIQ BOX

Before you begin loading new firmware, make sure the USB is connected to the VMIQ and that the red LED on the VMIQ board is flashing. The easiest way to accomplish this is to have the vehicle ignition in the "ON" position or to push the reset button on the VMIQ box.

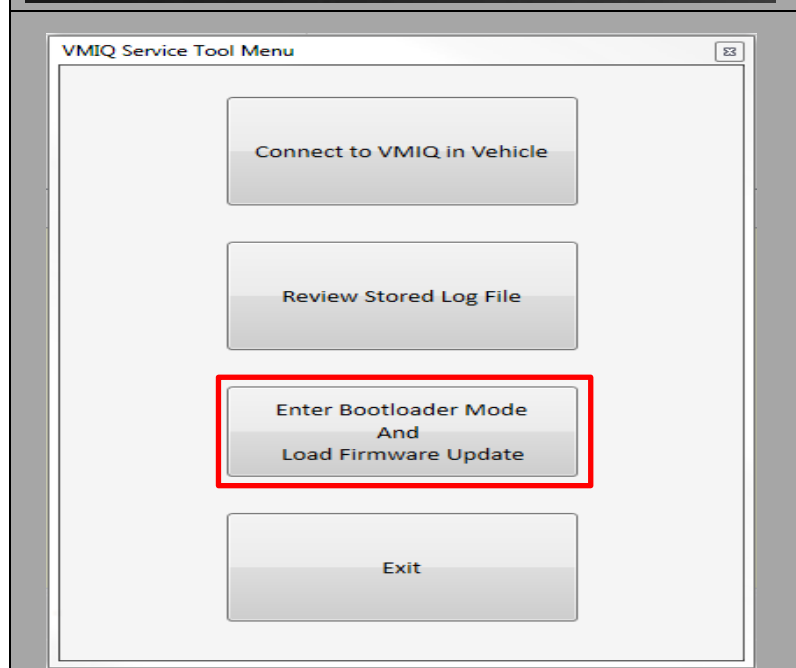
Document Number: TS-WI-0257

1. Locate and double-click on the VMIQ service tool icon on your computer desk top.



2. On the main menu, click on the: **“Enter Bootloader Mode And Load Firmware Update”** button.

If you are not ready and choose **Exit**, you will return to the previous screen.



Document Number: TS-WI-0257

3. Before proceeding, you will be asked if you wish to continue. If you are ready click "Yes."



CAUTION: Once you have clicked "Yes," you will be entering the Bootloader mode, and you will erase the existing firmware.

4. If you are not ready and chose "No," you will be returned to the previous screen.

5. Locate the folder where your upgraded hex file is located. Highlight it and click "Open."

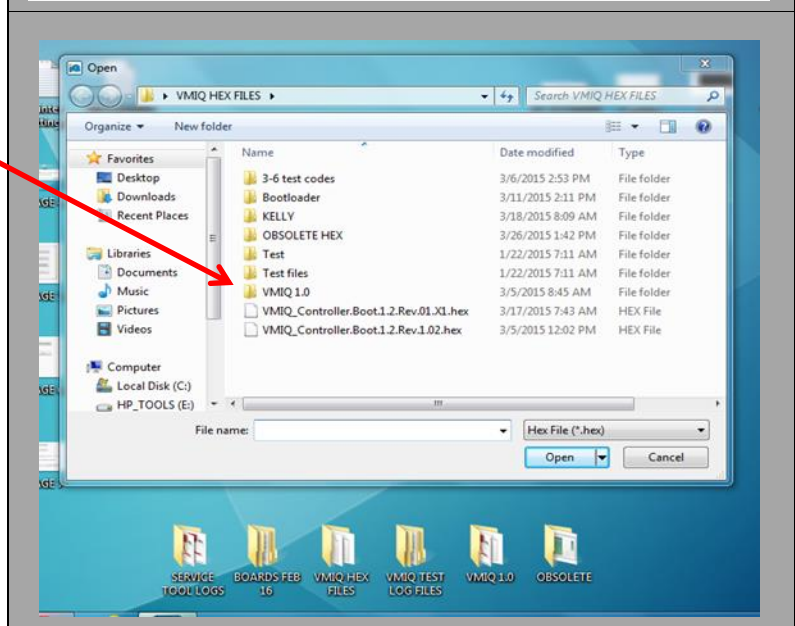
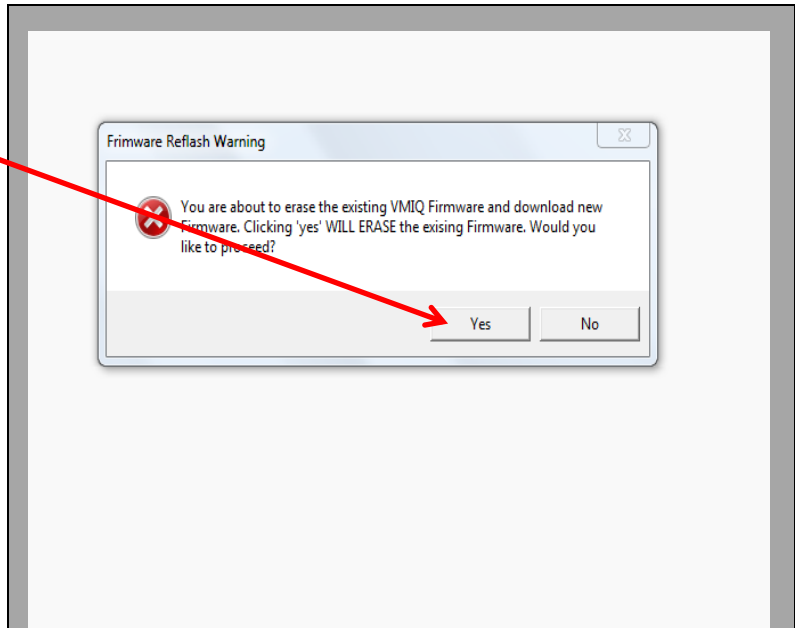


CRITICAL

Please ensure you select the correct file for your application.

Chrysler Pacifica (RU)

The hex file will automatically start downloading to the VMIQ.



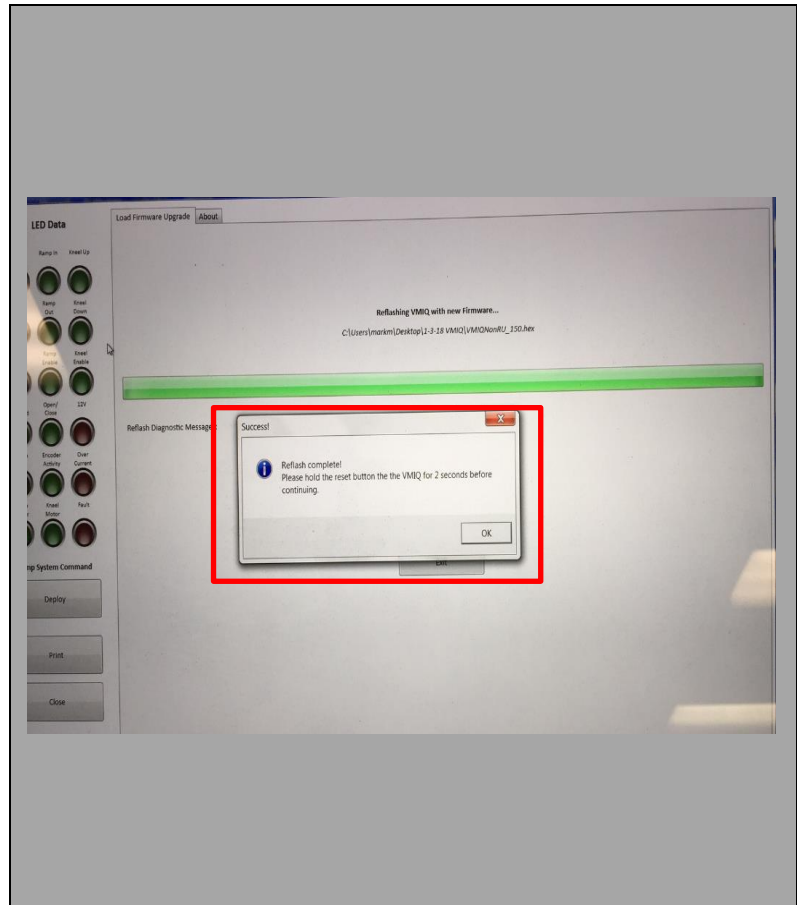
The download process will take approximately 2 minutes to complete.

- When the download is complete, exit out to the main menu by clicking on the “x” in the upper right hand corner of the message box. Press the reset button on the VMIQ.



CRITICAL

IF the bar does not turn **completely** green and/or this screen does not pop up documenting the file has fully transferred (Re-flash Complete), disconnect the tool from the VMIQ and restart the process.



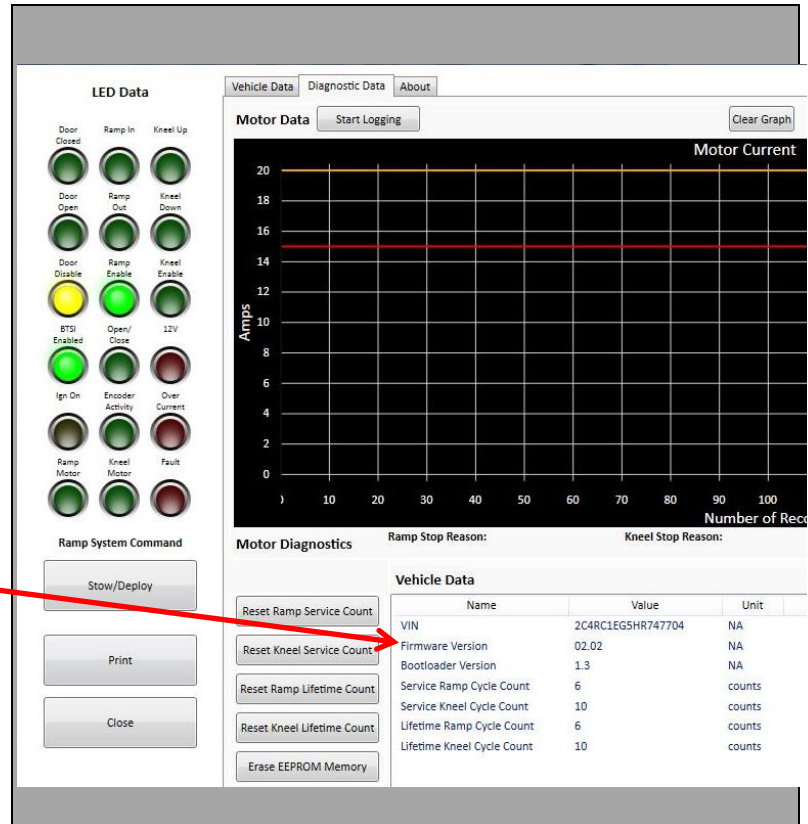
Exit out of the system or go on to step #7.

- To connect to the van and confirm the firmware version click on "Connect to VMIQ in Vehicle."

Click on the Diagnostic Data tab to confirm that the firmware you have loaded is correct.

Chrysler Pacifica should be version 2.0.3.

Then click close and exit.
Note the update on the front cover sticker.



The screenshot shows a diagnostic software interface with several sections:

- LED Data:** A grid of 18 circular indicators for various system components like Door Closed, Ramp In, Knee Up, etc. A red arrow points from the text 'Chrysler Pacifica should be version 2.0.3.' to the 'Firmware Version' entry in the Vehicle Data table.
- Motor Data:** Includes a 'Start Logging' button and a 'Clear Graph' button. Below is a 'Motor Current' graph with 'Amps' on the y-axis (0-20) and 'Number of Records' on the x-axis (0-100).
- Motor Diagnostics:** Contains buttons for 'Reset Ramp Service Count', 'Reset Knee Service Count', 'Reset Ramp Lifetime Count', 'Reset Knee Lifetime Count', and 'Erase EEPROM Memory'.
- Vehicle Data:** A table with columns for Name, Value, and Unit.

Name	Value	Unit
VIN	2C4RC1EG5HR747704	NA
Firmware Version	02.02	NA
Bootloader Version	1.3	NA
Service Ramp Cycle Count	6	counts
Service Knee Cycle Count	10	counts
Lifetime Ramp Cycle Count	6	counts
Lifetime Knee Cycle Count	10	counts

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