



NUMBER: 18-002-19 REV. A

GROUP: 18 - Vehicle Performance

DATE: May 4, 2019

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This bulletin supersedes Service Bulletin 18-002-19, dated January 05, 2019, which should be removed from your files. All revisions are highlighted with **asterisks**** and include additional Diagnostic Trouble Codes (DTCs), symptom/condition, RRT for (APAC) and LOP.**

****This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 19-037, dated May 04, 2019. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty (APAC).****

SUBJECT:

Flash: Powertrain Control Module (PCM) Updates

OVERVIEW:

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

MODELS:

2017 (RU) Chrysler Pacifica

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

NOTE: This bulletin applies to vehicles equipped with 3.6L V6 24V VVT Engine Upg I W/ESS (Sales Code ERC) or equipped with 3.6L V6 24V VVT Engine (Sales Code ERF) and 9-SPD 948TE FWD Auto Trans (Sales Code DFH) (NAFTA).

NOTE: **This bulletin applies to vehicles equipped with 3.6L V6 24V VVT Engine (Sales Code ERF), EURO Stage 6B Emissions (Sales Code NB6) and Export Emissions (Sales Code NA1) (APAC).******

SYMPTOM/CONDITION:

****A customer or technicians may be unable to read data information from the OBDII connector when using a generic scan tool (APAC).****

Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation, a technician may find the following DTCs have been set (NAFTA):

- ****U0418 - Implausible Data Received From Brake System Control Module 1.**
- U0432 - Invalid Data Received From Multi-Axis Acceleration Sensor Module.
- P06EF - Engine Restart Performance.
- P06E9 - Engine Starter Performance. ******
- P00FD - Battery -B- State Of Charge Performance.
- C2222-68 - Improper Powerdown - Event Information.
- P0607-00 - ECU Internal Performance - ESM.
- U0402-00 - Implausible Data Received From TCM.

- U145D-00 - Implausible Data Received From TCM On D-PT.
- U1465-00 - Implausible Driver Shift Request Signal Received.
- U1400-00 - Implausible TPS Signal Received
- P1D73 - AGS Performance - (Active Grill Shutter).
- P0171 - Fuel System 1/1 Lean.
- P0174 - Fuel System 2/1 Lean.

The following DTCs have been changed from a one trip fault to a two trip fault (NAFTA):

- P0335 - Crankshaft Position Sensor Circuit.
- P0339 - Crankshaft Position Sensor Intermittent.
- P0340 - Camshaft Position Sensor Circuit - Bank 1 Sensor 1.
- P0344 - Camshaft Position Sensor Intermittent - Bank 1 Sensor 1.
- P0345 - Camshaft Position Sensor Circuit - Bank 2 Sensor 1.
- P0349 - Camshaft Position Sensor Intermittent - Bank 2 Sensor 1.
- P0365 - Camshaft Position Sensor Circuit - Bank 1 Sensor 2.
- P0369 - Camshaft Position Sensor Intermittent - Bank 1 Sensor 2.
- P0390 - Camshaft Position Sensor Circuit - Bank 2 Sensor 2.
- P0394 - Camshaft Position Sensor Intermittent - Bank 2 Sensor 2.

The technician may also find the following DTC stored in the Anti-lock Brake System (ABS) Module memory (NAFTA):

NOTE: The following DTC is caused by a calibration in the PCM that is in conflict with the ABS Module programming. The new software flash will correct this issue (NAFTA).

- C121C-00 - Torque Request Signal Denied.

This software release also includes (NAFTA):

- Prevent the Engine Stop/Start (ESS) Aux battery from drying out on vehicles driven in hot regions and conditions.
- AGS controls modifications to reduce engine compartment temperatures.
- Improvement at lower ambient temperatures for ESS Starts.
- Improvements to vehicle drivability during a cam sensor and/or crank sensor malfunction.
- Transmission quick learn.
- Engine enhancements.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, 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. If any vehicle not on the VIN list exhibits the symptom/condition or DTC, perform the repair.****

REPAIR PROCEDURE:

NOTE: The Transmission Control Module (TCM) 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 TCM 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 PCM 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 TCM is programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the TCM software.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
**18-19-06-9C	Module, Powertrain Control (PCM) - Reprogram (0 - Introduction)	1 - Engine Repair and Performance	0.2 Hrs
18-19-06-9D	Module, Powertrain Control (PCM) - Reprogram (Vehicles on RRT Only) (0 - Introduction)	1 - Engine Repair and Performance	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.

- 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.
- The failure code "RF" (Required Flash) can no longer be used on Service Bulletin flashes. **The "RF" failure code must be used on an RRT.**
- 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.

RF	Required Flash - RRT
CC	Customer Concern