



NUMBER: 21-008-21

GROUP: 21 - Transmission and Transfer Case

DATE: March 12, 2021

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This bulletin supersedes Technical Service Bulletin (TSB) 21-035-19, date of issue September 26, 2019, which should be removed from your files. All revisions are highlighted with **asterisks**** and include additional symptom/condition, Diagnostic Trouble Code (DTC), additional note, repair step and LOP.**

SUBJECT:

Flash: Transmission Control Module (TCM) Updates

OVERVIEW:

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

MODELS:

2017 (RU) Chrysler Pacifica

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, LATAM, APAC and EMEA.

NOTE: This bulletin applies to vehicles equipped with a 3.6L V6 24V VVT Engine Upg I w/ESS (Sales Code ERC) or a 3.6L V6 24V VVT Engine (Sales Code ERF) and a 9 Spd 948TE FWD Automatic Transmission (Sales Code DFH).

SYMPTOM/CONDITION:

A small number of customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find one or more of the following DTCs:

- ****P0732-00 - Gear 2 Shift Incorrect Ratio (Software Has Been Updated to Better Address This Concern).****
- P0887-00 - TCM Power Control Circuit High.
- P1B13-00 - Park By Wire Unintended Out Of Park Position.
- P1DCD-00 - TCM Monitoring Processor Performance Multiple Clutches Locked Up.
- U0103-00 - Lost Communication With Electric Gear Shift Module.
- P1CC9 - Unable To Engage Gear.
- P1DDE-00 - Ignition Run/Start Input 1-2 Correlation.

****The customers may also experience the following:**

- Harsh upshifts, 1-2, 2-3, 3-4, or 4-5.
- Harsh coasting downshift, while braking when the vehicle is near a complete stop.**

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 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 the customer describes the symptom/condition listed above or if the technician finds the DTCs, 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.

NOTE: **It is important that the Quick Learn is performed to get the full benefits of this flash.

2. Once the programming is completed, perform the "Quick Learn" procedure using the wiTECH.**
3. 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.
4. Verify the Powertrain Control Module (PCM) is programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the PCM software.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-05-PS	Module, Transmission Control (TCM) - Reprogram (0 - Introduction)	2 - Automatic Transmission	0.6 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 use failure code CC with this 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 (customer's concern, cause and correction) must be provided for processing Service Bulletin flash/reprogramming conditions.

CC	Customer Concern
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