



NUMBER: 08-048-21

GROUP: 08 - Electrical

DATE: March 25, 2021

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-035, date of issue March 25, 2021. 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. This RRT will expire 18 months after the date of issue.

SUBJECT:

Flash: Heating, Ventilation and Air Conditioning (HVAC) Module Updates

OVERVIEW:

This bulletin involves reprogramming the HVAC Module with the latest available software.

MODELS:

2021 (RU) Chrysler Pacifica

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

NOTE: This bulletin applies to vehicles built on or after November 11, 2020 (MDH 1111XX) and vehicles built on or before November 23, 2020 (MDH 1123XX) equipped with 3.6L V6 Hybrid Engine (Sales Code EH3) and PHEV Adaptation Components (Sales Code XDQ).

SYMPTOM/CONDITION:

Customers may comment on the following:

- Temperature settings in the radio only being selectable at Lo or Hi. No intermediate temperature changes are possible.

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, perform the repair.

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. Is the vehicle on the RRT VIN list?
 - YES >>> Proceed to [Step 2](#).
 - NO>>> This Bulletin does not apply. Normal diagnosis should be performed.
2. Does the HVAC Module have the latest software already installed?
 - YES >>> This bulletin has been completed, use inspect LOP (18-50-10-AA) to close the active RRT.
 - NO >>> Proceed to [Step 3](#).
3. Reprogram the HVAC Module with the latest available software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
4. 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.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|---------------------|------------------------------------------------------------------------------------------------|---------------------------------|----------|
| 18-50-10-AA | Module, Heating Ventilation Air Conditioning (HVAC) - Inspect (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 18-50-10-AB | Module, Heating Ventilation Air Conditioning (HVAC) - Inspect and 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 3 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.

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|----|----------------------|
| RF | Required Flash - RRT |
| CC | Customer Concern |