



**NUMBER:** 08-062-21

**GROUP:** 08 - Electrical

**DATE:** April 23, 2021

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**This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-042, date of issue April 23, 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: Driver Door Module (DDM) and Passenger Door Module (PDM) Updates

***OVERVIEW:***

This bulletin involves reprogramming the DDM and PDM with the latest available software.

***MODELS:***

2020 (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 September 02, 2020 (MDH 0902XX) and on or before October 21, 2020 (MDH 1021XX).

***SYMPTOM/CONDITION:***

This software is for vehicles on the RRT VIN List is to improve the function and reliability of the power windows operation.

**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 Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the one listed 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. **This RRT only applies to vehicles on the RRT VIN list.**

1. Inspect for these DTCs either for present (active or stored):

- B18BA-12 - Window Control - Circuit Short to Battery.
- B18BA-13 - Window Control - Circuit Open.

**NOTE: This software flash does not fix vehicles with these DTCs.**

2. Is either DTC present (active or stored)?

- YES>>> If either code is present (stored or active), **RRT does not apply**. Refer to other published technical service bulletins for these DTCs. This bulletin has been completed, use inspect LOP (18-19-14-9E) to close the active RRT.
- NO>>> DTCs listed above are not present (stored or active), Proceed to [Step 1](#) of the RepairProcedure.

**REPAIR PROCEDURE:**

**NOTE: Both door modules will need to be reprogrammed separately for this 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 DDM 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. Reprogram the PDM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
3. Calibrate the driver and passenger door windows by performing the following:

**NOTE: For more information on power winder calibration, refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info>08 - Electrical/8N - Power Systems/Power Windows/Standard Procedure.**

- Push the window switch down and fully open the window. Hold the switch down for five seconds, then release.
  - Pull the window switch up and fully close the window. Hold the switch up for five seconds, then release.
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   |
|---------------------|---|---------------------------------|----------|
| 18-19-14-9E         | Module, Door (DDM and PDM) - Inspect (0 - Introduction)               | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 18-19-14-9F         | Module, Door (DDM and PDM) - Inspect and Reprogram (0 - Introduction) | 6 - Electrical and Body Systems | 0.3 Hrs. |

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 2 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     |