



NUMBER: 18-004-21

GROUP: 18 - Vehicle Performance

DATE: January 16, 2021

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This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-014, date of issue January 16, 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: Powertrain Control Module (PCM) Updates

OVERVIEW:

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

MODELS:

2019 (RU) Chrysler Pacifica (PHEV)

NOTE: This bulletin applies to vehicles within the following markets/countries: North America and APAC (China).

NOTE: This bulletin applies to vehicles equipped with a 3.6L V6 PHEV Hybrid Engine (Sales Code EH3).

SYMPTOM/CONDITION:

Technicians and/or customers may report the vehicle will not pass a state smog check due to permanent fault codes which will not clear. As a result, the vehicles are not eligible to be registered in certain states.

Customers may also experience:

- Noise or vibration heard/felt during a gas engine start in park.

This software release includes the following software enhancement:

- Corrections to allow the vehicle to clear the permanent fault codes.

NOTE: Four modules are required to be flashed for this update to be effective, the following modules are all to be updated along with this PCM update:

- Electronic Brake Booster Module (EBBM).
- Anti-Lock Brake System Module (ABS).
- Hybrid Control Processor (HCP) and Auxiliary Hybrid Control Processor (AHCP) or also known as Power Inverter Module (PIM).

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 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 finds permanent fault codes stored, perform the repair.

REPAIR PROCEDURE:

NOTE: The Electronic Brake Booster Module (EBBM), Anti-Lock Brake System Module (ABS), Hybrid Control Processor (HCP) and Auxiliary Hybrid Control Processor (AHCP) must be updated to the latest available software at the conclusion of this repair procedure. Refer to all applicable published technical service bulletins for detailed repair procedures and labor times regarding updating the HCP, AHCP, ABS and EBBM software.

WARNING! Failure to update all modules following an PCM software update may result in vehicle malfunctions.

NOTE: Install a battery charger to maintain a 12 volt system voltage.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Does the PCM control module have the latest software already installed?
 - YES>>> This bulletin has been completed, use inspect LOP (18-19-06-DQ) to close the active RRT.
 - NO>>> Proceed to [Step 2](#).
2. 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.
3. 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.
4. Verify the HCP, AHCP, ABS and EBBM are also programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the HCP, AHCP, ABS and EBBM software.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-06-DQ	Module, Powertrain Control (PCM) - Inspect (0 - Introduction)	1- Engine Repair and Performance	0.2 Hrs.
18-19-06-DR	Module, Powertrain Control (PCM) - Inspect and Reprogram (0 - Introduction)	1 - Engine Repair and Performance	0.3 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