SUBJECT:
Flash: Battery Pack Control Module (BPCM) Diagnostic and System Updates

OVERVIEW:
This bulletin involves updating the BPCM with the latest available software.

MODELS:

2020	(RU)	Chrysler Pacifica (PHEV)

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

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

SYMPTOM/CONDITION:
Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation, the technician may notice one or more of the following DTCs have been set:

- P0AA1-00 - Hybrid/EV Battery Positive Contactor "A" Stuck Closed.
- P0AA4-00 - Hybrid Battery Negative Contactor Circuit Stuck Closed.
- P0C78-00 - Hybrid/EV Battery System Precharge Time Too Long.
- P0B3C-00 - Hybrid/EV Battery Voltage Sense 1 Circuit Performance.
- P0B41-00 - Hybrid/EV Battery Voltage Sense 2 Circuit Performance.
- P0B46-00 - Hybrid/EV Battery Voltage Sense 3 Circuit Performance.
- P0B4B-00 - Hybrid/EV Battery Voltage Sense 4 Circuit Performance.
- P0B50-00 - Hybrid/EV Battery Voltage Sense 5 Circuit Performance.
- P0B55-00 - Hybrid/EV Battery Voltage Sense 6 Circuit Performance.
- P1A16-00 - Hybrid/EV Wakeup Control 3 Output Circuit/Open.
- P1D7B-00 - Hybrid/EV Wakeup Control 3 Output Circuit Short to Battery.
- P1D7C-00 - Hybrid/EV Wakeup Control 3 Output Circuit Short to Ground.

Customer may also experience one or more of the following:

- Premature oil change message displayed on the cluster and vehicle may be running in fuel/oil refresh mode.
- Scheduled charging not functioning properly because the battery pack did not wake up while plugged in.

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 DTC, perform the Repair Procedure.

REPAIR PROCEDURE:

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. Reprogram the BPCM 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 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
18-19-87-9J	Battery Pack Control Module (BPCM), 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 6 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