SUBJECT:
Flash: Memory Seat Module (MSM) and Memory Seat Module Passenger (MSMP) Updates

OVERVIEW:
This bulletin involves reprogramming the MSM and MSMP module with the latest software available.

MODELS:

2021 - 2022	(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 before January 01, 2022 (MDH 0101XX) equipped with Seat Parts Module (Sales Code X8Z) and Auto Advance N Return - Driver (Sales Code CJK) and/or Driver Seat Memory (Sales Code LEQ) and/or Exterior Mirrors w/Memory (Sales Code LEM).

SYMPTOM/CONDITION:
Customers may experience the following:

- Driver and/or Passenger seats do not move to the stored position when a memory recall is requested through the radio.

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, 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.

NOTE: Both the MSM and MSMP will be programed at the same time, there should be only one flash file.

1. Reprogram the MSM/MSMP with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application "HELP" tab.

2. Using wiTECH 2, perform an seat "Standardize" routine, this can be found in Misc Functions under MSM.

3. After the Standardize routine is run, go to the passenger seat and cycle it to the full forward position and then to the full rearward position.

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.

5. Cycle the ignition.

6. Confirm that all DTC have been cleared.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-52-33-97	Module, Memory Seat Module (MSM)/ Memory Seat Module Passenger (MSMP) - Reprogram and Perform Calibration Routine (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 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 Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Technical 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 Technical Service Bulletin flash/reprogramming conditions.

CC	Customer Concern