



NUMBER: 19-002-22 REV. A

GROUP: 19 - Steering

DATE: March 10, 2022

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

This bulletin supersedes Technical Service Bulletin (TSB) 19-002-22, date of issue March 09, 2022, which should be removed from your files. All revisions are highlighted with **asterisks**** and include an updated build date.**

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-041, date of issue March 09, 2022. All applicable Un-Sold RSU VINs have been loaded. To verify this RSU 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 RSU will expire 18 months after the date of issue.

SUBJECT:

Heated Steering Wheel Inoperable

OVERVIEW:

This bulletin involves updating heated steering wheel.

MODELS:

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 after **February 08, 2022 (MDH 0208XX)**** and on or before February 10, 2022 (MDH 0210XX).**

SYMPTOM/CONDITION:

Customers may experience the following:

- The steering wheel will not heat up or turn on, when enabled from the button on radio screen.

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:

1. Using wiTECH, select "Heated Steering Wheel Parameter Update" and follow screen prompts.
2. Verify the heated steering wheel is operable when enabled from the button on radio screen.
3. Clear all DTCs that may have been set.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-52-34-9D	Module, Comfort Seat and Wheel (CSWM) - Run Heated Steering Wheel Parameter Update Routine (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 1 minute. 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 Service Update (RSU) or Technical 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 RSU.
- The failure code “RF” (Required Flash) can no longer be used on Technical Service Bulletin flashes. **The “RF” failure code must be used on an RSU.**
- 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 must be supplied.

RF	Required Flash - RSU
CC	Customer Concern