



Revision 1 November 2022

Dealer Service Instructions for:

Customer Satisfaction Notification Z76 Electric Vehicle Mode Unavailable

NOTE: Numbering at steps 9 and 13 are revised.

Remedy Available

2021 (RU) Chrysler Pacifica PHEV

NOTE: This campaign applies only to the above vehicles equipped with 3.6L Hybrid Engine (sales code EH3).

NOTE: Some vehicles above may have been identified as not involved in this campaign and therefore have been excluded from this campaign.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should complete this campaign service on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in used vehicle inventory and those vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The Hybrid Control Processor (HCP) on about 19,820 of the above vehicles may erroneously set DTC P0E15 (Hybrid-EV Battery Pack Coolant Heater A Control Performance). When this DTC is set, the Plug-In Hybrid portion of the powertrain will be inoperative.

Service Procedure

A. Reprogram the Modules

1. Open the hood and install a battery charger. Verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

NOTE: Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

2. Connect the wiTECH micro pod II to the vehicle data link connector.
3. Place the ignition in the “**RUN**” position.
4. Open the wiTECH 2.0 website.
5. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign In**” at the bottom of the screen. Click “**Accept**”.
6. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
7. From the “**Action Items**” screen, select the “**Topology**” tab.
8. From the “**Topology**” tab, select the “**HCP**” icon.

Service Procedure [Continued]

9. From the “Flash” tab, compare the “Current Electronic Control Unit (ECU) Part Number” with the “New ECU Part Number” listed.

- If the “Current ECU part Number” is the same as the “New Part Number”, proceed to **Step 12**.
- If the “Current ECU part Number” is NOT the same as the “New Part Number”, continue with **Step 10**.

10. From the flash ECU agreement page, agree to terms by checking the box.

NOTE: This flash procedure requires the ignition to be cycled “OFF” then back to the “RUN” position. Follow the on-screen prompts.

NOTE: Flashing the HCP also brings the AHCP up to date. Verify that the part numbers have been updated.

11. Select “Flash ECU” and then follow the wiTECH screen instructions to complete the flash.

12. From the “Topology” tab, select the “PCM” icon.

13. From the “Flash” tab, compare the “Current Electronic Control Unit (ECU) Part Number” with the “New ECU Part Number” listed.

- If the “Current ECU part Number” is the same as the “New Part Number”, proceed to **Step 16**.
- If the “Current ECU part Number” is NOT the same as the “New Part Number”, continue with **Step 14**.

14. From the flash ECU agreement page, agree to terms by checking the box.

NOTE: This flash procedure requires the ignition to be cycled “OFF” then back to the “RUN” position. Follow the on-screen prompts.

15. Select “Flash ECU” and then follow the wiTECH screen instructions to complete the flash.

Service Procedure [Continued]

16. Place the ignition in the “**OFF**” position and then remove the wiTECH micro pod II device from the vehicle.
17. Remove the battery charger from the vehicle.
18. Close the vehicle hood and return the vehicle to the customer.

Complete Proof of Correction Form for California Residents

This campaign is subject to the **State of California Registration Renewal/Emissions Recall Enforcement Program**. Complete a Vehicle Emission Recall Proof of Correction Form (**Form No. 81-016-1053**) and **supply it to vehicle owners residing in the state of California** for proof that this campaign has been performed when they renew the vehicle registration.

Process Steps to obtain the California Proof of Correction form:

- a. Access the “**DealerCONNECT**” website.
- b. Select the “**Service**” tab.
- c. Under the “**Publications**” heading, select the “**ePublishing**” link.
- d. Sign in using your **Dealer Code** and **Password**.
- e. Select the “**Proof of Correction form**”.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record Customer Satisfaction Notification service completions and provide dealer payments.

Use the following labor operation number and time allowance:

	<u>Labor Operation Number</u>	<u>Time Allowance</u>
Modules, Hybrid Control Processor/ Auxiliary Hybrid Control Processor (HCP/AHCP), and the Powertrain Control Module (PCM) Software Level - Inspect	18-Z7-61-81	0.2 hours
Modules, Hybrid Control Processor/ Auxiliary Hybrid Control Processor (HCP/AHCP), and the Powertrain Control Module (PCM) Software Level - Inspect and Reprogram	18-Z7-61-82	0.5 hours

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each campaign displayed can be sorted by: those vehicles that were unsold at campaign launch, those with a phone number, city, zip code, or VIN sequence.

Dealers should perform this repair on all unsold vehicles before retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this notification only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Service / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

Z76

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership.
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can confirm part availability and help schedule an appointment
- 3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity.

DEALERSHIP INSTRUCTIONS

Please reference CSN Z76.

CUSTOMER SATISFACTION NOTIFICATION

Electric Vehicle Mode Unavailable

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle ^[1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2021 (RU) Chrysler Pacifica PHEV] vehicles 3.6L Hybrid Engine (sales code EH3).

WHY DOES MY VEHICLE NEED REPAIRS?

The Hybrid Control Processor (HCP) on your vehicle may erroneously set Diagnostic Trouble Code (DTC) P0E15 (Hybrid-EV Battery Pack Coolant Heater A Control Performance). When this DTC is set, the Plug-In Hybrid portion of the powertrain will be inoperative.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will reprogram the HCP, Auxiliary Hybrid Control Processor (AHCP) and Powertrain Control Module (PCM). The estimated repair time is 30 minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

CALIFORNIA RESIDENTS

The State of California requires the completion of this emission recall repair prior to vehicle registration renewal. Your dealer will provide you with a Vehicle Emission Recall Proof of Correction Form after the Customer Satisfaction Notification service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the Customer Satisfaction Notification has been performed.

In order to ensure your full protection under the emissions warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your (vehicle or engine).

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[2] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the repair performed.

We apologize for any inconvenience, but are sincerely concerned about your satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.