

<b>REFERENCE:</b>	<b>TSB:</b> 18-078-23 <b>GROUP</b> 18 - Vehicle Performance	<b>Date:</b>	June 28, 2023	<b>REVISION:</b>	18-086-22
<b>VEHICLES AFFECTED:</b>	2021 (RU) Chrysler Pacifica This bulletin applies to vehicles equipped with a 3.6L V6 24V VVT Engine Upg I W/ESS (Sales Code ERC).			<b>MARKET APPLICABILITY:</b> <input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA <input type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH	
<b>CUSTOMER SYMPTOM:</b>	<p>Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation, a technician may find one or more of the following DTCs have been set:</p> <ul style="list-style-type: none"> <li>• U0418-00 - Implausible Data Received From Brake System Control Module 1.</li> <li>• P061A - Level 2 Torque Performance.</li> </ul> <p>Customers may also experience the following:</p> <ul style="list-style-type: none"> <li>• **Driveline bumps and rumbles when lightly applying the accelerator pedal in traffic or at other low vehicle speeds such as parking lot maneuvers.**</li> <li>• Transmission hard upshifts, rough/bump during low gear 1-2 and 2-3 at 40-64 kph (25-40 mph).</li> </ul>				
<b>CAUSE:</b>	PCM Software				

This bulletin supersedes Technical Service Bulletin (TSB) 18-086-22, date of issue April 28, 2022, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include additional symptom and LOP.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 21-043, date of issue April 27, 2021. All applicable 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.

#### REPAIR SUMMARY:

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

#### CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-06-HJ	Module, Powertrain Control (PCM) - Reprogram (0 - Introduction)	1 - Engine Repair and Performance	0.3 Hrs.
Failure code	CC	Customer Concern	

The dealer must use failure code **CC** with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM 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.

**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 any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

**SPECIAL TOOLS/EQUIPMENT:**

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

**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.**

1. 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.
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.

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