

Technical Service Bulletin (TSB)
Flash: Hybrid Control Module (HCP), Auxiliary Hybrid Control Module/Power Inverter Module (PIM) Flash Updates

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|---------------------------|--|--------------|-----------------|--|-----------|
| REFERENCE: | TSB: 08-218-24 GROUP: 08 - Electrical | Date: | October 3, 2024 | REVISION: | 08-042-22 |
| VEHICLES AFFECTED: | 2022 (RU) Chrysler Pacifica (PHEV) This bulletin applies to vehicles equipped with a 3.6L V6 Hybrid Engine (Sales Code EH3). | | | MARKET APPLICABILITY: <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 | |
| CUSTOMER SYMPTOM: | **Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set one or more of the following Diagnostic Trouble Codes (DTCs):** <ul style="list-style-type: none"> • **P0A78-00 - Drive Motor A Inverter Performance.** • P0E15-00 - Hybrid-EV Battery Pack Coolant Heater A Control Performance. Customers may also comment on one or more of the following: <ul style="list-style-type: none"> • **Message displayed on the Instrument Panel Cluster (IPC) stating that the "Vehicle is shutting down in 2 minutes".** • Electric Vehicle (EV) mode may be inoperable. • A reduction in cabin heater performance. | | | | |
| CAUSE: | **Module software updates.** | | | | |

This bulletin supersedes Technical Service Bulletin (TSB) 08-042-22, date of issue March 02, 2022, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an updated Customer Symptom statement, an additional Customer Symptom, additional DTC, added a Cause statement, updated RSU statement, updated Repair Summary, updated Claims Data section, updated Diagnosis statement, an updated LOP, a new Related LOPS table with a new LOP, added Notes and Warnings to the Repair Procedure, and an updated Repair Procedure.

****This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-034, date of issue March 02, 2022. 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. ****

REPAIR SUMMARY:

This bulletin involves reprogramming the HCP and AHCP **** (also known as the PIM) **** with the latest available software.

CLAIMS DATA:

| Labor Operation No: | Labor Description | Skill Category | Labor Time |
|---------------------|--|---------------------------------|------------|
| **18-19-86-91 | Processor Hybrid Control (HCP/AHCP) - Inspect and Reprogram (0 - Introduction) | 6 - Electrical and Body Systems | 0.3 Hrs. |
| Failure Code | CC | Customer Concern** | |

****RELATED LOPS:**

| Labor Operation No: | Labor Description | Skill Category | Labor Time |
|---------------------|---|---------------------------------|------------|
| 18-19-87-53 | wiTECH Routine to Disable/Enable HV Battery Contactors for Service; Includes 5 Minute Waiting Period (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs.** |

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 above, perform the repair procedure.

SPECIAL TOOLS/EQUIPMENT:

| Description | Ref. No. | Notes |
|----------------------|----------|-------|
| wiTECH or Equivalent | — | — |

REPAIR PROCEDURE:**WARNING!**

- ****Before performing the software reprogramming, it is necessary to make the vehicle safe.**
- **When performing repairs that directly involve or imply possible contact with live high voltage components/systems, the technician must ensure that the power supply of the high-voltage system is disconnected throughout the operation.**
- **Only specifically trained technicians qualified to perform repairs on vehicles with high voltage systems under current national laws/regulations are authorized to work on the vehicle.**
- **Before performing any diagnostic repair work on the vehicle, carefully read and comply with the general instructions for working safely on hybrid/electric vehicles and use suitable general equipment and Personal Protective Equipment (PPE).****

WARNING!

****The vehicle must not be connected to a high voltage charger when performing software updates.****

NOTE: **Install a battery charger to ensure sufficient battery voltage is provided during the flash process.**

NOTE: **If this flash process is interrupted/aborted, the flash should be restarted.**

1. ****Disable HV battery contactors with wiTECH - Go to the Misc Functions tab —> Select Disable HV Battery Contactors —> then follow the wiTECH prompts.**
2. Using wiTECH confirm that the contactors are open and waiting five minutes. If the contactors do not open turn the ignition on then off. Once successful a note will appear on the wiTECH screen indicating the contactors are open.
3. Reprogram the HCP and AHCP with the latest software. If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The helpdesk can be found within the Help menu.
4. Enable HV battery contactors with wiTECH - Go to the Misc Functions tab —> Select Enable HV Battery Contactors For Service—> then follow the wiTECH prompts.**
5. Cycle the ignition “OFF” then “ON”.
6. Clear any DTCs that may have been set in any modules 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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