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|---------------------------|--|--|-------------------|------------------|---|
| <b>REFERENCE:</b>         | <b>TSB:</b> 18-083-24<br><b>GROUP:</b> 18 - Vehicle Performance  | <b>Date:</b>   | November 12, 2024 | <b>REVISION:</b> | – |
| <b>VEHICLES AFFECTED:</b> | <b>2024 (RU) Chrysler Pacifica</b><br>This bulletin applies to vehicles equipped with the 3.6L V6 VVT Engine Upgrade 1 (Sales Code ERC) and 9-Spd 948TE FWD/AWD Auto Trans (Sales Code DFH).   | <b>MARKET APPLICABILITY:</b>   |                   |                  |   |
|                           |  | <input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA<br><input type="checkbox"/> SA <input type="checkbox"/> IAP<br><input type="checkbox"/> EE <input type="checkbox"/> CH |                   |                  |   |
| <b>CUSTOMER SYMPTOM:</b>  | <b>Customers may experience one of the following:</b> <ul style="list-style-type: none"> <li>Vehicle may enter “Auto Park Mode” during an Engine Stop Start (ESS) event. The driver will be notified that the vehicle is entering “Auto Park Mode” by the blinking D on the shifter for three blinks and then automatically shifting into Park. To shift out of Park, the driver will have to press down on the brake pedal and cycle the ignition back to START, and move the shifter into the desired position.</li> </ul> |  |                   |                  |   |
| <b>CAUSE:</b>             | <b>PCM Software.</b>   |  |                   |                  |   |

**REPAIR SUMMARY:**

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

**CLAIMS DATA:**

| Labor Operation No: | Labor Description   | Skill Category                    | Labor Time |
|---------------------|---|-----------------------------------|------------|
| 18-19-06-97         | Module, Powertrain Control (PCM) - Reprogram (0 - Introduction) | 1 - Engine Repair And Performance | 0.2 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 Diagnostic Trouble Codes (DTC)s 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 available 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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