

Technical Service Bulletin (TSB)
Flash: Power Liftgate Module (PLGM) Updates

REFERENCE:	TSB: 08-245-24 GROUP: 08 - Electrical	Date:	November 23, 2024	REVISION:	—
VEHICLES AFFECTED:	2023 (GC) Alfa Romeo Tonale			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ 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): - B1004-01 - Rear Closing Lock Trunk Button - General Electrical Failure. - B1014-64 - Latch Switch Information - Signal Plausibility Failure. Customers may also comment on the following: - A warning message on the Instrument Cluster Panel (IPC) states to check the electrical tailgate.				
CAUSE:	PLGM Software				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-157, date of issue November 23, 2024. 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 updating the PLGM with the latest software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-31-9R	Module, Power Liftgate Module (PLGM) - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-31-9S	Module, Power Liftgate Module (PLGM) - Inspect and Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
Failure Code	RF	Required Flash	
	CC	Customer Concern	

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.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	-	-

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 a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

REPAIR PROCEDURE:

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

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.

CAUTION!

Removal of the Brake Booster Vacuum Pump is necessary for this Repair Procedure. Failure to remove the 30 Amp fuse may result in damage to the Brake Booster Vacuum Pump.

1. Is the vehicle on the RSU VIN list?
 - YES >>> Proceed to [Step 2](#).
 - NO >>> Proceed to [Step 3](#).
2. Does the PLGM have the latest software already installed?
 - YES>>> This bulletin has been completed, use inspect LOP (18-19-31-9R) to close the active RSU.
 - NO>>> Proceed to [Step 3](#).
3. Remove the 30 Amp fuse for the Brake Booster Vacuum Pump from the Power Distribution Center (PDC) located in the engine compartment.
4. Reprogram the PLGM 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.
5. Install the 30 Amp Brake Booster Vacuum Pump fuse.
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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