

Technical Service Bulletin (TSB)
Flash: Hybrid Control Processor (HCP) /
Auxiliary Hybrid Control Processor (AHCP) Updates

REFERENCE:	TSB: 08-080-26 REV. A GROUP: 08 - Electrical	Date:	May 27, 2026	REVISION:	08-080-26
VEHICLES AFFECTED:	2021 (RU) Chrysler Pacifica / Voyager This bulletin applies to vehicles equipped with a 3.6L V6 Plug-In Hybrid Engine (Sales Code EH3) and an EFLITE SI-EVT Transmission (Sales Code DFQ).			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 NOTE: This bulletin applies to the North America markets.	
CUSTOMER SYMPTOM:	**Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set the following Diagnostic Trouble Code (DTC):** <ul style="list-style-type: none"> • 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"> • Vehicle does not start/engine does not crank. • Extended engine cranking time when starting the vehicle. • Engine turns on when requesting cabin heat to turn on. • Loss of heat from the engine. 				
CAUSE:	**HCP/AHCP software**				

This bulletin supersedes Technical Service Bulletin (TSB) 08-080-26, date of issue February 26, 2026, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an updated Customer Symptom statement, Cause, Repair Summary, Claims Data table and Repair Procedure steps. Changed not highlighted by asterisks include removal of a DTC, Note from the Repair Procedure and a subject change.

REPAIR SUMMARY:

This bulletin involves reprogramming the ****HCP** and then the **AHCP**** with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-86-BR	**Hybrid Control Processor (HCP) / Auxiliary Hybrid Control Processor (AHCP) - Reprogram** (0 - Introduction)	6 - Electrical and Body Systems	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 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).**

NOTE: Install a 12v 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.

WARNING!

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

1. ****Reprogram the HCP with the latest available 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.**
2. **Reprogram the AHCP with the latest available 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.****
3. **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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