

Technical Service Bulletin (TSB)
Flash: Power Sliding Door Module (PSDM) System Updates

REFERENCE:	TSB: 08-342-26 GROUP: 08 - Electrical	Date:	September 25, 2026	REVISION:	–
VEHICLES AFFECTED:	2027 (RU) Chrysler Pacifica/Voyager This bulletin applies to vehicles built on or before July 31, 2026 (MDH 0731XX) equipped with Power Sliding Doors (Sales Code JRK).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to the North American market.	
CUSTOMER SYMPTOM:	Customers must comment on one or more of the following: - The power sliding door will not open with the button. - Latch popping noise heard when attempting to opening and/or closing the power sliding door. NOTE: Doors will open manually				
CAUSE:	PSDM software updates				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 26-177, date of issue September 25, 2026. 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 inspecting and possibly reprogramming the PSDMs with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-31-AK	Module, Power Sliding Door (PSDML / PSDMR) - Inspect Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-31-AL	Module, Power Sliding Door (PSDML / PSDMR) - Inspect and Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
Failure Code	RF	Required Flash - RSU	
	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.

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 (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.

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. Is the vehicle on the RSU VIN list?
 - YES >>> Proceed to [Step 2](#).
 - NO >>> Proceed to [Step 3](#).
2. Are the PSDMs updated to the latest software level?
 - YES >>> This bulletin is complete. Use Inspect LOP (18-19-31-AK) to close this active RSU.
 - NO >>> Proceed to [Step 3](#).
3. Reprogram the PSDMs from 68369596AE to 68369596AF software level. 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. 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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