

Technical Service Bulletin (TSB)

Internal Transmission Wiring Connector Short and Motor A Bearing Failure Warranty Extension XE1

REFERENCE:	TSB: 21-025-25 REV. A GROUP: 21 - Transmission and Transfer Case	Date:	August 8, 2025	REVISION:	21-025-25
VEHICLES AFFECTED:	2017 - 2023 (RU) Chrysler Pacifica This bulletin applies to vehicles built on or after August 12, 2016 (MDH 0812XX) and on or before December 27, 2022 (MDH 1227XX) equipped with a 3.6L V6 Hybrid Engine (Sales Code EH3) and a eFlite SL-eVT Transmission (Sales Code DFQ).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☒ IAP ☐ EE☐ CH NOTE: **This bulletin applies to the North America and India & Asia Pacific markets.**	
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): • P0A3F - Drive Motor A Position Sensor 1 Circuit. • P0A43 - Drive Motor A Position Sensor Circuit Intermittent. • P0A45 - Drive Motor B Position Sensor 1 Circuit. • P0C1A - Drive Motor B Torque Delivered Performance. Customers may also comment on the following: • Vehicle is in limp mode. NOTE: Module flashes are also required for this Repair Procedure to be effective, the following modules are to be updated: • Hybrid Control Processor (HCP). • Auxiliary Hybrid Control Processor (AHCP) also known as the Power Inverter Module (PIM).				
CAUSE:	Internal wiring harness connector short or motor A bearing support burrs causing bearing failure				

This bulletin supersedes Technical Service Bulletin (TSB) 21-025-25, date of issue March 18, 2025, which should be removed from your files. All revisions are highlighted with **asterisks**** and include a Market Note and removal of a market not highlighted by asterisks.**

REPAIR SUMMARY:

This bulletin involves servicing the transmission.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
21-00-04-90	Single Input - Electrically Variable Transmission (SIEVT) - Rebuild (2 - Skilled)	2 - Transmission and Transfer Case	8.1 Hrs.
Failure Code	ZZ	Service Action	

RELATED LOPS:

Labor Operation No:	Labor Description	Skill Category	Labor Time
07-FF-01-50	Coolant, Engine Drain and Fill (3 - Highly Skilled)	2 - Transmission and Transfer Case	0.3 Hrs.
02-00-03-50	Toe Adjustment / Steering Wheel Center (3 - Highly Skilled)	2 - Transmission and Transfer Case	0.4 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 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	—	—

SPARE PARTS:

Qty	Part No.	Description	Notes
1	68729719AB	Electric Rebuild Kit	
1	6503210	Screw, Hex Flange Head - M10 x 1.5 x 35	Steering Shaft/Gear Pinch Bolt
2	06104414AA	Bolt, Hex Head - M10 x 1.5 x 30	Shear Bracket Bolts (4 Pack)
2	68470042AA	Hardware Kit	Lower Ball Joint Pinch Bolt and Nut

Qty	Part No.	Description	Notes
2	06509298AA	Hex Flange Lock - M22 x 1.50	Hub Nuts
9	68382486AA	Bolt, Hex Flange Head - M8 x 1.25 x 13.0	Flexplate Bolts
(AR)	68163848AB	Antifreeze, Coolant - Gallon	Power Electronics Coolant Gallon

REPAIR PROCEDURE:

1. Repair transmission with the electric rebuild kit. Refer to the detailed service procedures available in DealerConnect/Service Library under: 21 - Transmission and Transfer Case / Automatic - Si-eVT / Disassembly and Assembly.
2. Clear all DTCs that may have been set.

CAUTION!

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

NOTE: The HCP and AHCP must be updated to the latest available software at the conclusion of this repair procedure. Refer to all applicable published technical service bulletins for detailed repair procedures and labor times regarding updating the HCP and AHCP software.

NOTE: Ensure that the latest HCP and AHCP software has .8MM in the description. If it does not, please contact Star.

3. Verify the HCP and AHCP are also programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the HCP and AHCP software.

POLICY:

Vehicles included in this Technical Service Bulletin have a Warranty Extension to 25 years or unlimited miles from the In Service Date of the Class Vehicle. See Warranty Bulletins: U.S. D-23-07 REV. B, Puerto Rico ID-23-07 REV. B, Canada SAB 2023-09 REV. B and IAP ID-24-09 for details associated with the Warranty Extension.

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