

Technical Service Bulletin (TSB)

Flash: Powertrain Control Module (PCM) Updates

REFERENCE:	TSB: 18-095-25 GROUP: 18 - Vehicle Performance	Date:	November 12, 2025	REVISION:	18-015-24
VEHICLES AFFECTED:	2023 (RU) Chrysler Pacifica This bulletin applies to vehicles equipped with the 3.6L V6 VVT Engine Upgrade 1 (Sales Code ERC).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: **This bulletin applies to the North America market.**	
CUSTOMER SYMPTOM:	**Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set the following Diagnostic Trouble Code (DTC): - P152F - Engine Hood Switch 2 / Engine Hood Switch 1 Correlation.** Customers may experience one or more of the following: **A low battery state of charge and/or dead battery. - Engine Stop/Start inoperable. - 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. NOTE: 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.** - No crank condition due to depleted battery. - The transmission exhibits rough shifting.				
CAUSE:	PCM Software.				

This bulletin supersedes Technical Service Bulletin (TSB) 18-015-24, date of issue March 01, 2024, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include a new DTC, new Customer Symptom, new market note, updated Repair Procedure step and new LOP.

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-G9	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 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 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. **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. 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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