

Technical Service Bulletin (TSB)

High Voltage Battery Pack Replacement XT1 Warranty Extension

REFERENCE:	TSB: 08-299-25 GROUP: 08 - Electrical	Date:	September 10, 2025	REVISION:	—
VEHICLES AFFECTED:	2017 - 2021 (RU) Chrysler Pacifica/Voyager This bulletin applies to vehicles built on or before October 21, 2021 (MDH 1021XX) equipped with a 3.6L V6 Hybrid Engine (Sales Code EH3).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☒ IAP ☐ EE☒ CH NOTE: This bulletin applies to the North America, India Asia & Pacific and China markets.	
CUSTOMER SYMPTOM:	Customers may experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle may exhibit/set one or more of the following Diagnostic Trouble Codes (DTCs): • P0EDD-00 - Hybrid/EV Battery Pack "B" Deterioration. • P0BBE-00 - Hybrid Battery Pack Voltage Variation. • P1C5E-00 - Battery State Of Health Failed. NOTE: Any warranty qualifying issues outside of these specific DTCs will continue to be covered per the HV battery standard warranty coverage.				
CAUSE:	Manufacturer defect				

REPAIR SUMMARY:

This bulletin involves replacing the high voltage battery pack.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
08-08-04-96	Battery, 400 Volt - Replace Includes Performing Replace BPCM Routine and Reprogramming Battery Pack Control Module (0 - Introduction)	6 - Electrical and Body Systems	2.1 Hrs.
Failure Code	ZZ	Service Action	

RELATED LOP:

Labor Operation No:	Labor Description	Skill Category	Labor Time
07-FF-01-52	Drain and fill - EV battery cooling system (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

SPARE PARTS:

Qty	Part No.	Description	Notes
1	68488189AB	Battery, Hybrid	High Voltage Battery Pack

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 listed above perform the repair procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	—	—

REPAIR PROCEDURE:**WARNING!**

- 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).
1. Replace the High Voltage Battery Pack. Refer to the detailed procedures available in DealerCONNECT > Service Library> under: 08 - Electrical / 8F - Engine Systems / Battery System / Battery / Removal and Installation.
 2. Clear any DTCs that may have been set.

POLICY:

Warranty Extension to extend the current warranty period to unlimited years and miles from vehicles in-service date. See Warranty Bulletin: U.S. D-25-16, Canada SAB 2025-29, PR/USVI ID-25-12 and China: ID-25-13 for details associated with the Warranty Extension.

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