



NUMBER: 18-104-15

GROUP: Vehicle Performance

DATE: December 12, 2015

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THIS BULLETIN SUPERSEDES SERVICE BULLETINS 21-008-12, DATED MARCH 23, 2012 AND SERVICE BULLETIN 18-021-12, DATED JULY 26, 2012 WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE UPDATED DTC LIST, SYMPTOM/CONDITION, DIAGNOSIS, REPAIR PROCEDURE AND LABOR OP, COMBINING TWO PREVIOUS BULLETINS.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 12-020. ALL APPLICABLE UN-SOLD RRT VIN's HAVE BEEN LOADED FOR VEHICLES BUILT BEFORE FEBRUARY 01, 2012. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UN-SOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. FOR VEHICLES NOT INCLUDED IN THE RRT VIN LIST, APPLICATION OF THIS SERVICE BULLETIN TO SOLD UNITS IS BASED UPON THE CUSTOMER EXPERIENCING THE SYMPTOM/CONDITIONS. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN ECU IS AVAILABLE BY SELECTING "HELP" THEN "HELP CONTENTS" AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW.

THE wiTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:

Flash: 3.6L Powertrain Diagnostic And System Enhancements

OVERVIEW:

This bulletin involves flash reprogramming the Powertrain Control Module (PCM) with new software.

NOTE: There will be two software packages to choose from. Both software updates will fix all symptoms/conditions listed. One will contain an enhanced accelerator pedal operation and one will not. Refer to the "Symptoms/Conditions" for a detailed description of the changes. Be sure to consult with the Customer on what software version they prefer, Enhanced Pedal or Standard Pedal. Once the software choice is programmed it is a permanent change.

MODELS:

2012	(RT)	Dodge Caravan
2012	(RT)	Chrysler Town And Country

NOTE: This Service Bulletin applies to vehicles built with 3.6L engine (sales code ERB) and a 6 speed automatic transmission (sales code DG2).

SYMPTOM/CONDITION:

NOTE: There is another software choice available, in addition to addressing all the symptom/conditions listed. This new version of software called Enhanced Pedal has an update to the accelerator pedal operation. This change when applied will make the vehicle more responsive with less pedal input and also take less effort to maintain a constant cruising speed. Be sure to consult with the Customer on what software version they prefer, Enhanced Pedal or Standard Pedal. Once the software choice is programmed it is a permanent change.

A small number of customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find the following Diagnostic Trouble Code (DTC):

- **U0140 - Lost Communication With Body Control Module (BCM)**
- P0108 - Manifold Absolute Pressure Sensor Circuit High
- P0441 - Evap Purge System Performance
- P06DE - Engine Oil Pressure Control Circuit Stuck On
- P06DA - Engine Oil Pressure Control Circuit
- P0420 - Catalyst Efficiency (Bank 1) sets in temperatures of 85° F (29° C) or higher
- P0430 - Catalyst Efficiency (Bank 2) sets in temperatures of 85° F (29° C) or higher
- P0133 - O2 Sensor 1/1 Slow Response
- P0153 - O2 Sensor 2/1 Slow Response
- P0300 - Multiple Cylinder Misfire
- P0301 - Cylinder 1 Misfire
- P0302 - Cylinder 2 Misfire
- P0303 - Cylinder 3 Misfire
- P0304 - Cylinder 4 Misfire
- P0305 - Cylinder 5 Misfire
- P0306 - Cylinder 6 Misfire
- P113D - O2 Sensor 1/1 Slow Response (High Frequency)
- P113E - O2 Sensor 2/1 Slow Response (High Frequency)

In addition to the DTCs listed above, the software update will improve:

- ****Garage shift engagements into Drive (D) may be harsh at times after shutdowns of 10-30 minute duration.****
- Improved Cruise Control Acceleration mode.
- Harsh 1-3 upshift while operating in Economy (ECO) mode.
- Harsh 2-3 upshift while operating in normal mode.
- Long crank times after an overnight soak when temperatures are between 14° F and 41° F (-10° C to 5° C). This condition is noticeable when E85 fuel is being used.
- Tugging or a fish bite sensation while driving down the road under a very light throttle at a steady state. This is most noticeable when temperatures are between 32° F and 86° F (0° C and 30° C).

DIAGNOSIS:

****Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all vehicle 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 a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition listed above or if the technician finds the DTC, perform the Repair Procedure.**

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. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the "HELP" tab on the upper portion of the wiTECH window, then "HELP CONTENTS." This will open the Welcome to wiTECH Help screen where help topics can be selected.
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.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-06-GN	Module, Powertrain Control (PCM) - Reprogram (0 - Introduction)	8 - Engine Performance	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 4 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

The dealer must choose which failure code to use. If the customer came in with an issue and if the dealer finds a software update to correct that issue, use failure code CC, for all other use failure code RF.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash