

Technical Service Bulletin (TSB)

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

REFERENCE:	TSB: 21-014-26 GROUP: 21 - Transmission and Transfer Case	Date:	February 5, 2026	REVISION:	21-025-25 REV. A
VEHICLES AFFECTED:	2017 - 2023 (RU) Chrysler Pacifica / Voyager 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 an eFlite SL-eVT Transmission (Sales Code DFQ).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☒ IAP ☐ EE☒ CH NOTE: This bulletin applies to the North America, China 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-00 - Drive Motor A Position Sensor 1 Circuit. - P0A43-00 - Drive Motor A Position Sensor Circuit Intermittent. - P0A45-00 - Drive Motor B Position Sensor 1 Circuit. - P0C1A-00 - Drive Motor B Torque Delivered Performance. Customers may also comment on the following: - Vehicle is in limp mode.**				
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 REV. A, date of issue August 08, 2025, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an updated Customer Symptom section, Repair Summary statement, Claims Data tables, Spare Parts table and Repair Procedure.

REPAIR SUMMARY:

****This bulletin involves rebuilding 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 - Automatic Transmission**	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 **(2 - Skilled)**	**2 - Automatic Transmission**	0.3 Hrs.
02-00-03-50	Toe Adjustment / Steering Wheel Center **(2 - Skilled)**	**2 - Automatic Transmission**	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
6	68218925GB	Fluid, Automatic Transmission - Liter	
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
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.

CAUTION!

****The AHCP must be reprogrammed first prior to reprogramming the HCP. The AHCP will temporarily go offline when reprogrammed and will come back online once the HCP reprogramming is completed. Do not continue with the HCP reprogramming if the AHCP reprogramming has failed, has been interrupted, or was unsuccessful due to internet failure or power loss. If failure occurs during AHCP reprogramming, please contact Star.****

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

3. Verify the AHCP and HCP 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 AHCP and HCP 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, China ID-24-08 and IAP ID-24-09 for details associated with the Warranty Extension.

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