

Technical Service Bulletin (TSB)

Flash: Auxiliary Hybrid Control Processor (AHCP) / Hybrid Control Processor (HCP) Flash Updates

REFERENCE:	TSB: 08-080-26 GROUP: 08 - Electrical	Date:	February 26, 2026	REVISION:	—
VEHICLES AFFECTED:	2021 (RU) Chrysler Pacifica / Voyager This bulletin applies to vehicles equipped with a 3.6L V6 Plug-In Hybrid Engine (Sales Code EH3) and EFLITE SI-EVT Transmission (Sales code DFQ).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to North America 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): ● P0E15-00 - Hybrid-EV Battery Pack Coolant Heater A Control Performance. ● P29BB-00 - Hybrid-EV Battery Pack Coolant Heater A Control Performance. Customers may also comment on one or more of the following: ● Vehicle does not start / engine does not crank. ● Extended engine cranking time when starting the vehicle. ● Engine turns on when requesting cabin heat to turn on. ● Loss of heat from the engine.				
CAUSE:	AHCP/HCP software updates				

REPAIR SUMMARY:

This bulletin involves reprogramming the AHCP and then the HCP with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-86-BR	Auxiliary Hybrid Control Processor (AHCP) / Hybrid Control Processor (HCP) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.3 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 the symptom/condition above, perform the repair procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	—	—

REPAIR PROCEDURE:**WARNING!**

- Before performing the software reprogramming, it is necessary to make the vehicle safe.
- 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).

NOTE: Install a 12v battery charger to ensure sufficient battery voltage is provided during the flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

WARNING!

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

NOTE: 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.

1. Reprogram the AHCP 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. Reprogram the HCP 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.
3. Clear any DTCs that may have been set in any modules 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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