

Technical Service Bulletin (TSB)

Flash: Powertrain Control Module (PCM) Updates

REFERENCE:	TSB: 18-020-23 GROUP 18 - Vehicle Performance	Date:	February 22, 2023	REVISION:	18-002-21
VEHICLES AFFECTED:	2017 (RU) Chrysler Pacifica (PHEV) This bulletin applies to vehicles equipped with a 3.6L V6 PHEV Hybrid Engine (Sales Code EH3).			MARKET APPLICABILITY: ☒ NA ☐ MEA ☐ SA ☐ IAP ☐ EE ☒ CH	
CUSTOMER SYMPTOM:	**Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find that one or more of the following Diagnostic Trouble Codes (DTCs) have been set: • P0335 - Crankshaft Position Sensor Circuit (NA Only). • P0339 - Crankshaft Position Sensor Intermittent (NA Only). Major monitor (misfire) and other diagnostics are disabled on a pending DTCs P0335 and P0339.** Software enhancement: Technicians and/or customers may report the vehicle will not pass a state smog check due to permanent fault codes which will not clear. As a result, the vehicles are not eligible to be registered in certain states. • Corrections to allow the vehicle to clear the permanent fault codes.				
CAUSE:	PCM Software				

This bulletin supersedes Technical Service Bulletin (TSB) 18-002-21, date of issue January 16, 2021, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include DTCs and LOP.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 21-009, date of issue January 16, 2021. All applicable Sold and Un-Sold RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RSU will expire 18 months after the date of issue.

REPAIR SUMMARY:

This bulletin involves reprogramming the PCM with the latest available software.

NOTE: Four modules are required to be flashed for this update to be effective, the following modules are all to be updated along with this PCM update:

- Electronic Brake Booster Module (EBBM).
- AntiLock Brake System Module (ABS).
- Hybrid Control Processor (HCP) and Auxiliary Hybrid Control Processor (AHCP) or also known as a Power Inverter Module (PIM).

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-06-G5	Module, Powertrain Control (PCM) - Reprogram (0 - Introduction)	1 - Engine Repair and Performance	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 a symptom/condition or if the technician finds a DTC listed above, perform the repair procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	—	—

REPAIR PROCEDURE:

CAUTION! Failure to update all modules following a PCM software update may result in vehicle malfunctions.

NOTE: The Electronic Brake Booster Module (EBBM), AntiLock Brake System Module (ABS), Hybrid Control Processor (HCP) and Auxiliary Hybrid Control Processor (AHCP) must be updated to the latest available software at the conclusion of this repair procedure. Refer to all applicable published technical service bulletins for detailed repair procedures and labor times regarding updating the HCP, AHCP, ABS and EBBM software.

NOTE: Install a battery charger to maintain a 12 volt system voltage.

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

1. Reprogram the PCM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. 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.
3. Verify the HCP, AHCP, ABS and EBBM are also programmed with the latest available software. Refer to all applicable published technical service bulletins for detailed repair procedures and labor times regarding updating the HCP, AHCP, ABS and EBBM software.

POLICY:

Reimbursable within the provisions of the warranty.

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