

Technical Service Bulletin (TSB)

Flash: Battery Pack Control Module (BPCM) Diagnostic and System Updates

REFERENCE:	TSB: 08-011-24 GROUP: 08 - Electrical	Date:	January 9, 2024	REVISION:	-
VEHICLES AFFECTED:	2023 (WL) Jeep Grand Cherokee/Grand Cherokee L This bulletin applies to vehicles equipped with the 2.0L I4 DOHC DI Turbo PHEV Engine (Sales Code ECX).			MARKET APPLICABILITY: ☒ NA☒ IAP ☒ EE☒ MEA ☒ SA☐ CH	
CUSTOMER SYMPTOM:	Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find one or more of the following Diagnostic Trouble Codes (DTCs) have been set: - P0AA4-00 - Hybrid Battery Negative Contactor Circuit Stuck Closed. - P0AA1-00 - Hybrid/EV Battery Positive Contactor "A" Stuck Closed. Customers may also experience the following: - The vehicle will not start.				
CAUSE:	BPCM software.				

REPAIR SUMMARY:

This bulletin involves updating the BPCM with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-87-9Z	Battery Pack Control Module (BPCM) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
Failure Code	CC	Customer Concern	

RELATED TIME ALLOWANCE:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-87-52	wiTECH Routine to Disable/Enable HV Battery Contactors for Service; Includes 5 Minute Waiting Period (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

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 a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits the DTCs, perform the repair.

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 battery charger to maintain a 12 volt system voltage.

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

1. Disable HV Battery Contactors using wiTECH - Go to the Misc Functions tab --> Select Disable HV Battery Contactors --> then follow the wiTECH prompts.
2. Use wiTECH to confirm that the contactors are open and waiting five minutes. If the contactors do not open turn the ignition on then off. Once successful a note will appear on the wiTECH screen indicating the contactors are open.
3. Reprogram the BPCM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application "HELP" tab.
4. 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.
5. Enable HV Battery Contactors using wiTECH - Go to the Misc Functions tab --> Select Enable HV Battery Contactors For Service--> then follow the wiTECH prompts.

POLICY:

Reimbursable within the provisions of the warranty.

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