

Technical Service Bulletin (TSB)

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

REFERENCE:	TSB: 08-209-24 GROUP: 08 - Electrical	Date:	September 26, 2024	REVISION:	—
VEHICLES AFFECTED:	2024 (RU) Chrysler Pacifica This bulletin applies to vehicles equipped with a 3.6L V6 Hybrid Engine (Sales Code EH3).			MARKET APPLICABILITY: ☒ NA☐ MEA ☒ SA☒ IAP ☒ EE☐ CH	
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): ● P0A78 - Drive Motor A Inverter Performance. ● P0A79 - Drive Motor B Inverter Performance. Customers may also experience the following: ● "Vehicle is shutting down in two minutes" message displayed in the Instrument Panel Cluster (IPC). NOTE: The vehicle can be restarted with the next ignition/key cycle from Off and then back to Start.				
CAUSE:	Module software updates				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-135, date of issue September 26, 2024. All applicable 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.

REPAIR SUMMARY:

This bulletin involves reprogramming the HCP and AHCP also known as Power Inverter Module (PIM), with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-86-AY	Processor, Hybrid Control (HCP/AHCP) - Inspect s/w Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-86-AZ	Processor, Hybrid Control (HCP/AHCP) - Inspect and Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
Failure Code	RF	Required Flash - RSU	
	CC	Customer Concern	

The dealer must choose which failure code to use depending on if this is a Rapid Service Update (RSU) or Technical Service Bulletin.

- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RSU.
- The failure code “RF” (Required Flash) can no longer be used on Technical Service Bulletin flashes. The “RF” failure code must be used on an RSU.
- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Technical Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C’s must be supplied.

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).

WARNING!

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

NOTE: Install a 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.

1. Is the vehicle on the RSU VIN list?

- YES >>> Proceed to [Step 2](#).
- NO >>> Proceed to [Step 3](#).

2. Does the HCP and AHCP have the latest software already installed?
 - YES >>> This bulletin has been completed, use Inspect LOP (18-19-86-AY) to close the active RSU.
 - NO >>> Proceed to [Step 3](#).
3. Reprogram the HCP and AHCP with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
4. 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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