

Technical Service Bulletin (TSB)

Flash: Power Liftgate Module (PLGM) Updates

REFERENCE:	TSB: 08-225-24 GROUP: 08 - Electrical	Date:	November 6, 2024	REVISION:	—
VEHICLES AFFECTED:	2024 (GC) Alfa Romeo Tonale This bulletin applies to vehicles built on or before November 30, 2023 (MDH 1130XX) equipped with a Power Liftgate (Sales Code JRC).			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): - B1004-01 - Rear Closing Lock Trunk Button - General Electrical Failure. - B1014-64 - Latch Switch Information - Signal Plausibility Failure. Customers may also comment on the following: - A warning message on the Instrument Cluster Panel (IPC) states to check the electrical tailgate.				
CAUSE:	PLGM Software				

REPAIR SUMMARY:

This bulletin involves updating the PLGM with the latest software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-31-9Q	Module, Power Liftgate Module (PLGM) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 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.

RELATED LOPS:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-87-53	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.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	-	-

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 symptoms listed above in the customer symptom section, perform the Repair Procedure.

REPAIR PROCEDURE:**CAUTION!**

Removal of the Brake Booster Vacuum Pump is necessary for this Repair Procedure. Failure to remove the 30 Amp fuse may result in damage to the Brake Booster Vacuum Pump.

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

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

1. Remove the 30 Amp fuse for the Brake Booster Vacuum Pump from the Power Distribution Center (PDC) located in the engine compartment.
2. Is the vehicle a PHEV?
 - YES >>> Proceed to [Step 3](#).
 - NO >>> Proceed to [Step 5](#).
3. Disable the HV Battery Contactors using wiTECH - Go to the Misc Functions tab --> Select Disable HV Battery Contactors --> then follow the wiTECH prompts.
4. 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.
5. Reprogram the PLGM with the latest 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.

6. Install the 30 Amp Brake Booster Vacuum Pump fuse.
7. **For PHEV vehicles only:** Enable the HV Battery Contactors using wiTECH - Go to the Misc Functions tab --> Select Enable HV Battery Contactors For Service--> then follow the wiTECH prompts.
8. 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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