

PRODEMAND

YMMS: 2021 Chrysler Pacifica Hybrid Limited
 Engine: 3.6L Eng
 VIN:

Mar 31, 2022
 License:
 Odometer:

FLASH: BATTERY PACK CONTROL MODULE (BPCM) DIAGNOSTIC AND SYSTEM UPDATES

TECHNICAL SERVICE BULLETIN

Reference Number(s): 08-092-21, Date of Issue: May 22, 2021
 CHRYSLER: 2021 Chrysler Pacifica (PHEV) (RU)
 GROUP: 08 - Electrical

OVERVIEW

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

MODELS

MODELS CHART

2021	(RU)	Chrysler Pacifica (PHEV)
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NOTE: *This bulletin applies to vehicles within the following markets/countries: North America and APAC.*

NOTE: *This bulletin applies to vehicles built on or before March 17, 2021 (MDH 0317XX) equipped with a 3.6L V6 Hybrid Engine (Sales Code EH3).*

SYMPTOM/CONDITION

Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation, the technician may notice one or more of the following Diagnostic Trouble Codes (DTCs) have been set:

- P0AA1-00 - Hybrid/Ev Battery Positive Contactor "A" Stuck Closed.
- P0AA4-00 - Hybrid Battery Negative Contactor Circuit Stuck Closed.
- P0B3C-00 - Hybrid-Ev Battery Voltage Sense 1 Circuit Performance.
- P0B41-00 - Hybrid-Ev Battery Voltage Sense 2 Circuit Performance.
- P0B46-00 - Hybrid-Ev Battery Voltage Sense 3 Circuit Performance.
- P0B4B-00 - Hybrid-Ev Battery Voltage Sense 4 Circuit Performance.
- P0B50-00 - Hybrid/Ev Battery Voltage Sense 5 Circuit Performance.
- P0B55-00 - Hybrid/Ev Battery Voltage Sense 6 Circuit Performance.

NOTE: Engine will run in fuel oil refresh mode often and customer may be prompted to get an oil change before needed. Software corrects real time clock synchronization with Powertrain Control Module (PCM) and BPCM. In the previous software, after a battery replacement, the timing for when an oil & fuel change was due was reset to zero, instead of being dependent on the mileage. All new replacements packs will receive this software update.

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 listed above or if the technician finds the DTC, perform the Repair Procedure.

REPAIR PROCEDURE

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 BPCM 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 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.

POLICY

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE

TIME ALLOWANCE CHART

Labor Operation No:	Description	Skill Category	Amount

18-19-87-9H	Battery Pack Control Module (BPCM), Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
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NOTE: *The expected completion time for the flash download portion of this procedure is approximately 5 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.*

FAILURE CODE

The dealer must use failure code CC with this Service Bulletin.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the 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 Service Bulletin flash/reprogramming conditions.

FAILURE CODE CHART

CC	Customer Concern
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