



STAR ONLINE PUBLICATION



Case Number: S2508000052 REV. B

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2024-2027 Chrysler Pacifica (RU)

Symptom/Vehicle Issue: Service Shifter Message on the Cluster and Shifter Unable to move Out of Park

Customer Complaint/Technician Observation: Owner complains of the cluster message to service the rotary shifter or the PRND lights that may not be illuminating. The technician may or may not be able to duplicate the condition, however the vehicles Electronic Shift Module (ESM) may have set the below Diagnostic Trouble Codes (DTCs) as stored or active.

P1C8B-16 Battery Voltage-Circuit Below Threshold

P1C8B-17 Battery Voltage-Circuit Voltage Above Threshold

P1C8C-17 System Voltage-Circuit Above Threshold

Repair Procedure: If the vehicle has set the above DTCs and other modules are also setting voltage related DTCs; then inspect and test all battery connections and batteries independently for the main and aux batteries prior to replacing the shifter. If the above DTCs are the only DTCs present within the ESM, use the current service diagnostics for the DTCs within Service Library (SL) to further diagnosis the vehicle as needed. Include any voltage testing results or DTC event data that may include voltage readings at the time of the fault setting.

NOTE: The Electronic Shift Module (ESM) monitors battery voltage. The DTC sets if the monitored battery voltage drops below 10.0 volts for a calibrated period of time. A temporary limp mode will be activated. If the voltage rises above 10.0 volts, normal operations is resumed.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.