SERVICE BULLETIN

CHRYSLER
Jeep
DODGE

NUMBER: 08-017-09

GROUP: Electrical

DATE: October 27, 2009

THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 08-011-08, DATED MARCH 15, 2008, WHICH SHOULD BE REMOVED FROM YOUR FILES. THIS IS A COMPLETE REVISION AND NO ASTERISKS HAVE BEEN USED.

THE wiTECH DIAGNOSTIC APPLICATION IS THE PREFERRED METHOD FOR FLASHING ECUs.

HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN ECU IS AVAILABLE BY SELECTING "HELP" THEN "HELP CONTENTS" AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW.

THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 10.01 OR HIGHER TO PERFORM THIS PROCEDURE.

StarMOBILE DESKTOP CLIENT or StarSCAN MAY ALSO BE USED TO PERFORM THIS PROCEDURE.

StarMOBILE STANDALONE IS NOT SUPPORTED AND StarSCAN IS NOT SUPPORTED FOR 2010 MODEL YEAR VEHICLES.

SUBJECT:
Flash: Power Sliding Door Module - Overly Sensitive Obstruction Detection

OVERVIEW:
This bulletin involves verifying there are no mechanical conditions that may lead to slow door operation, making mechanical corrections as necessary and Flash Reprogramming both Power Sliding Door Module's (PSDM).

MODELS:

2008 - 2010	(RT)	Caravan/Town & Country
2008 - 2010	(RT)	Chrysler Grand Voyager (International Markets)

NOTE: This bulletin applies to models with Power Sliding Doors (Sales Code JRA/JRB) built prior to November 16, 2009 (MDH1116XX).

NOTE: **If a power sliding door module is replaced for any reason, it is important to check the software level of the replaced module and flash update to the latest software level. Verify part numbers prior to and after update to assure update has successfully completed.**

SYMPTOM/CONDITION:
Some customers may experience the power sliding door intermittently not fully closing when activated with either the key fob or switches located in the vehicle. The door will begin the closing process but then reverses at any point without any obvious obstruction or reason. The doors will close manually with no apparent problem.

If the door slows below a threshold during the power close sequence, the system may misinterpret this as an obstruction and reverse the doors direction to open. The detection threshold may be overly sensitive.

The new software will provide revised parameters for power sliding door obstruction detection but it is important to note the software cannot compensate for mechanical problems that can cause the door to slow during a power close sequence.

DIAGNOSIS:
Using a Scan Tool (wiTECH®) with TechCONNECT and the appropriate Diagnostic Procedures, verify all door systems are functioning as designed. If DTC's are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the Symptom/Condition or it can be reproduced, perform the Repair Procedure.

POWER SLIDING DOOR MECHANICAL CHECK:

NOTE: The door must be aligned and move freely / smoothly manually before proceeding with the Flash Update.

1. Before performing the Flash Repair, mechanically check the door(s) to make sure they move smoothly on their tracks. Manually open and close the doors feeling for any binding or roughness. Make the following checks:
   a. Strikers are in Line.
   b. Lower hinge tensioner is in place and tight.
   c. Center hinge roller is aligned and not binding.
   d. No obstructions exist (examples - out of place weatherstrip, miss-routed or tight wire harness or any other condition that could cause the door to slow or bind during the power closing process).
   e. Check door fit, flushness, and gaps. These can contribute to obstruction sensitivity.
2. Follow the procedures found in DealerCONNECT>TechCONNECT to make door adjustments as required.

NOTE: Use standard labor operations for any mechanical adjustments required.

FLASH REPAIR PROCEDURE:

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

1. Reprogram the Power Sliding Door Modules (both sides) with the latest software. The flash process will update the right and left modules. **After reprogramming, the following must be performed:**
   a. Clear any DTC's that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow the tech to clear them.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-19-31-16	Flash Reprogram - Module, Power Sliding Door - Both (C)	0.2 Hrs.
18-00-00-WT	StarScan/Star Mobile (International) (C)	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action