

## GPOP - Issue Review System

**Part Number:** 68234120A\$, 68240130A\$, 68210553A\$, 68210554A\$, 05091366A\$, 05091367A\$, 68257001A\$, 68257004A\$, Z5064993A\$

**Part Description:** Panasonic 8.4" CTP/FCTP Radio, Update Failure

**Issue** Issue 1; Radio inoperative, no power, display no power or screen is blank.~  
**Description:** Blank Screen with Audio: The ICS is a separate module from the radio. If attempting to replace the display (ICS), do not order a radio part number. Instead, order p/n Z5064993A\$ for an exchange or 05064993A\$ for a new part replacement.~

Issue 2.; During a Travel Link software update.....The radio locks up and displays "Software Missing" with a green screen. Please contact Nabil Issa at cell (248) 941-8720 or Reggie Philip at cell (678) 330-0255. IMPORTANT - Do not clear codes, perform a battery reset, or remove the radio before calling. Engineering is currently root causing this issue and your assistance is greatly appreciated. If unable to reach this person within 15 minutes, then proceed with the necessary repair. ~

Issue 3.; If the radio ICS/touchscreen display appears to reset intermittently, it turns white then black and functionality returns....Please contact Gaurav Saxena at cell (248) 260-0583. Engineering is currently root causing this issue and your assistance is greatly appreciated. If unable to reach this person within 15 minutes, then proceed with the necessary repair. NOTE: USB cables should be replaced prior to the HFM or Radio. ~

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Contact Us at CAGRIS@Chrysler.com for feedback related ONLY to this GPOP Tech Tip. DO NOT email regarding repair procedures unrelated to this Tech Tip or part order inquires. Please include the Part Number (s) and Tech Tip Part Description of the Tech Tip you are referencing for our tracking system.