

8/31/16

MY17 RU

GPOP - Issue Review System

Part Number: 68227168A\$

Part Description: Rear Seat Entertainment System Video Routing Module

Issue Description: Before replacing the Video Routing Module (VRM) for the Rear Seat Entertainment system in the Pacifica, the software in the radio head unit needs to be verified. The VRM with part number 68227168AL, must have radio software 16.23.23 in order to operate properly. If the radio head unit has SW version 16.17.13 or earlier, a radio replacement is required as a service software release for 16.23.23 is not yet available. Installing a VRM with this part number in a Pacifica with radio software prior to 16.23.23 will result in a Rear Seat Entertainment system that is inoperable. For questions regarding part numbers or software levels, please call Rick Gordon at Cell (248) 630-6281.~

~

~
Contact us at CAGRIS@Chrysler.com for feedback related ONLY to this GPOP Tech Tip. Please include the Part Number(s) and Tech Tip Part Description of the Tech Tip you are referencing for our tracking system.