



**NUMBER:** 08-074-16 REV. B

**GROUP:** Electrical

**DATE:** November 29, 2016

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-074-16 REV. A, DATED OCTOBER 15, 2016, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDE UPDATED BUILD DATE FOR SERVICE BULLETIN PORTION, SOFTWARE LEVEL AND LOP.**

**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-085. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.**

**FOR HELP WITH USING wiTECH FOR ECU FLASH REPROGRAMMING, CLICK ON THE APPLICATION'S "HELP" TAB.**

**THE wiTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.**

***SUBJECT:***

Video Routing Module Enhancements For Rear Seat Entertainment System

***OVERVIEW:***

This bulletin involves updating the Video Routing Module (VRM) software.

***MODELS:***

2017 (RU) Chrysler Pacifica

**NOTE: This bulletin applies to vehicles within the following markets/countries:  
NAFTA.**

**NOTE: The RRT portion of this bulletin applies to vehicles built on or after May 02, 2016 (MDH 0502XX) and on or before May 06, 2016 (MDH 0506XX) equipped with Seatback Video Screens (Sales Code RHH).**

**NOTE: The service bulletin portion of this bulletin applies to vehicles on or before **\*\*October 24, 2016 (MDH 1024XX)\*\*** equipped with Seatback Video Screens (Sales Code RHH).**

**SYMPTOM/CONDITION:**

A customer may experience one or more of the following:

- Occasional reset.
- Remotes frequently do not pair.
- Rear screens can be accidentally controlled from the radio outside of the parental control feature.
- Black screen.

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, 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 a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition listed above, perform the Repair Procedure.

**NOTE: Software updates are now available for download to USB on the Uconnect website.**

**REPAIR PROCEDURE:**

1. Has the USB flash drive been created?
  - a. Yes >>> Proceed to [Step #3](#).
  - b. No >>> Proceed to [Step #2](#).
2. Go to DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads to download the files. Follow the instructions on the website to create the USB flash drive.

**NOTE: A blank USB flash drive must be used to download the VRM software. The USB flash drive should be 4GB or larger.**

**NOTE: If the dealer cannot download the software, make sure you have proper security access. If you do not have proper security access, have the Service Manager or Shop Foreman download the software update.**

3. With the ignition on and radio powered up, insert the USB flash drive with new software into USB hub next to the blu-ray player ([Fig. 1](#)).

**NOTE: Check that the radio software is at version 16.23.23 or higher prior to updating the VRM. If not, the radio needs to be updated first with a separate USB stick to allow the parental control feature of the rear seat entertainment system to function properly.**



**Fig. 1 USB Port**

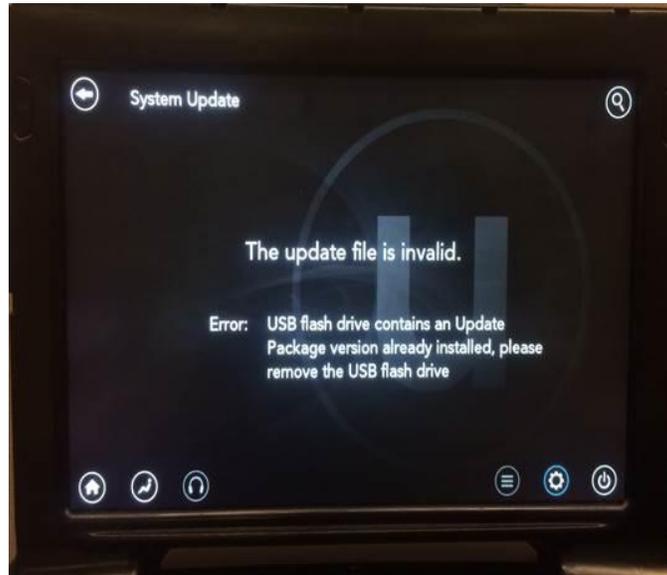
4. Check the latest software level using wiTECH. The video routing module will be updated to **\*\*16.26.12.\*\***
5. Is the video routing module software level at or higher than the update to level?
  - a. Yes >>> This bulletin has been completed, use LOP (18-19-91-92) to close the active RRT.
  - b. No >>> Proceed to [Step #6](#).
6. On rear screen driver seat wait for on screen prompt that will ask if you would like to update.
7. Press the soft key “Yes” to start the update.
8. The update may take 15 minutes and no other actions will be needed.

**NOTE: If the software update process is interrupted/aborted, the process should be restarted.**

**NOTE: Do not cycle the ignition or touch the radio during the update process.**

9. After the update is done downloading, the screen will display “Update successful”. Please remove USB flash drive.
10. Do not turn off the ignition as the update is not completed. Wait until the normal radio display screen appears. This will take about 40 seconds.
11. Remotes will also need to be re-paired if not already done so through new vehicle prep. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: Service Info> 04 - Vehicle Quick Reference/New Vehicle Preparation Instructions/Standard Procedure>Interior>Video System.

**NOTE:** If USB stick is left in the port after system reboot, there will be a pop-up that states the file is invalid (**Fig. 2**). This is not a concern as the system is already up-to-date.



**Fig. 2 Error Screen**

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-19-91-90	Module, Video Routing, Software - Create USB Jump Drive Or Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-91-92	Module, Video Routing, Check Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
**18-19-91-94	Module, Video Routing, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.**

**NOTE:** The “One Time Only” LOP is used one time per dealer when downloading the software onto a USB flash drive.

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 14 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.**

***FAILURE CODE:***

**The dealer must choose which failure code to use. If the customer came in with an issue and if the dealer finds a software update to correct that issue, use failure code CC, for all other use failure code RF.**

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash