



NUMBER: 08-083-17

GROUP: 08 - Electrical

DATE: August 26, 2017

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SUBJECT:

Overhead DVD Player Does Not Play or Is Inoperative

OVERVIEW:

This bulletin involves replacing the Overhead DVD Entertainment system.

MODELS:

2017 (RU) Chrysler Pacifica

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

NOTE: This bulletin applies to vehicles built on or after June 01, 2016 (MDH 0601XX) and on or before January 19, 2017 (MDH 0119XX) equipped with an Overhead DVD Entertainment system (Sales Code XRV).

SYMPTOM/CONDITION:

Customers may experience the overhead DVD player does not play intermittently or the player does not turn on at times.

DIAGNOSIS:

If the customer describes the symptom/condition listed above, perform the Diagnostic Procedure.

1. Open the overhead DVD player screen.
2. Remove four triangular plastic screw caps (Fig. 1) .
3. Remove four retaining screws, disconnect the electrical connector and remove the overhead DVD player (Fig. 1) .

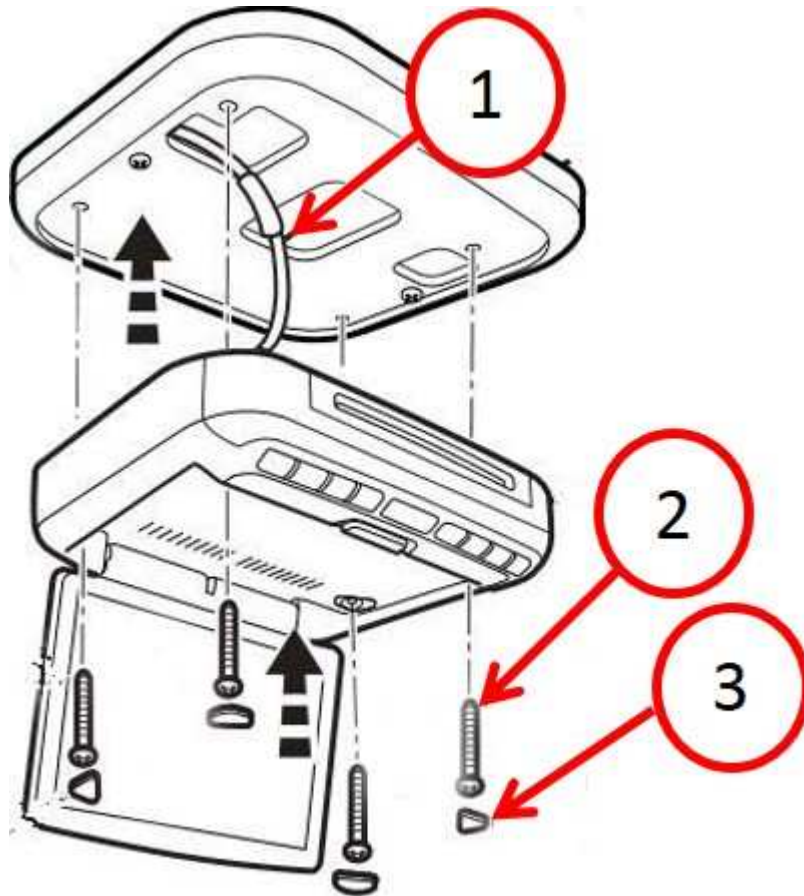


Fig. 1
Harness, Screws and Caps

- 1 - Electrical Connector Harness
 - 2 - Screws
 - 3 - Caps
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4. Check the DVD player part number on the back of the player (Fig. 2) . Is the part #68330446AA?
 - a. YES>>> Continue to the Repair Procedure. Proceed to Step 1.
 - b. NO>>> This bulletin does not apply. Further diagnosis is required, use LOP (08-99-17-92) to close the bulletin.

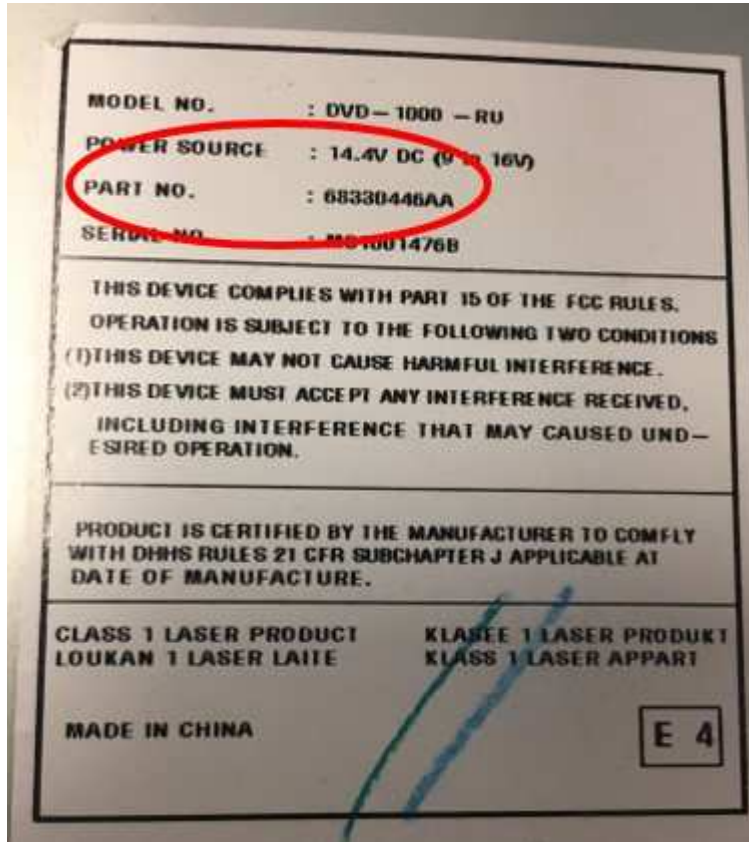


Fig. 2

68330446AA Part Number - Replace Overhead DVD Entertainment System

PARTS REQUIRED:

Qty.	Part No.	Description
1	82215177AD	DVD player with 10" display screen and mounting bracket with hardware.

NOTE: It is necessary to return the old part to the Quality Engineering Center. Dealers are advised to follow the Warranty Parts Return Documentation procedure per the Warranty Administration Manual and hold all parts until the claim is paid and the disposition is established.

REPAIR PROCEDURE:

NOTE: Cutting of the headliner and installation of the roof bow bracket are not required for this repair. Replace all entertainment system components including the headphones and remote control.

1. Replace the Overhead DVD Entertainment system. Ensure that all instructions included in the Mopar Accessory kit (#82215177AD) are followed during the repair.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-99-17-92	Overhead DVD Entertainment System - Inspect Part Number (2 - Skilled)	6 - Electrical and Body Systems	0.3 Hrs.
08-99-17-A9	Overhead DVD Entertainment System - Inspect and Replace (2 - Skilled)	6 - Electrical and Body Systems	3.3 Hrs.

FAILURE CODE:

ZZ	Service Action
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