

GPOP - Issue Review System

Part Number: 68227168A\$, 68376134A\$

Part Description: Rear Seat Entertainment System Video Routing Module

Issue Description: Please check the Uconnect software portal to verify the latest software is installed.

If the VRM Module is not showing up in WiTech (or is unresponsive) and/or the rear screens are not functioning, before replacement follow the steps below:

- 1.) Check the part number of the Module, this will be the number above the barcode seen in the top corner of the module. if it is 68376134AE contact Mike Galiati at 248-294-8754 before troubleshooting. If no response in 15 minutes, proceed with repair.
- 2.) Disconnect and reconnect the 26-way power harness, if the module recovers check software is at the latest level 1750.13
- 3.) If the Module does not recover in step 1, disconnect the BLUE mini-USB connector to the module and perform step 1 again. If the Module recovers, replace the USB port located next to the BlueRay player.

If there are issues while using the Uconnect theater APP, black radio screen/does not open, but the rear screens are functional DO NOT replace the module. This is a radio software issue and not related to the Video Routing Module.

If the above tip does not correct the issue, before replacing the Video Routing Module (VRM) for the Rear Seat Entertainment system in the Pacifica, please call Mike Galiati at (248) 294-8754. If no response in 15 minutes, proceed with repair.

~
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.
~