



NUMBER: 08-075-20

GROUP: 08 - Electrical

DATE: August 14, 2020

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This bulletin supersedes service bulletin 08-096-19, dated October 8, 2019, 08-095-19, dated October 8, 2019 and 08-094-19, dated October 8, 2019, which should be removed from your files. This is a complete revision and no asterisks have been used to highlight revisions.

SUBJECT:

Video Routing Module (VRM) Enhancements For Rear Seat Entertainment System

OVERVIEW:

This bulletin involves updating the VRM software level to 19.38.11.

MODELS:

2017 - 2020 (RU) Chrysler Pacifica

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

NOTE: This bulletin applies to vehicles built on or before March 09, 2020 (MDH 0309XX) equipped with Seat Back Video Screens (Sales Code RHH).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- One or both of the rear screens are not working after rear display replacement.
NOTE: If the rear display is replaced and it does not function, confirm that the Video Routing Module (VRM) software is up to date.
- Black screen on both rear screens **(2017-19 MY Only)**.
- Rear Seat Entertainment (RSE) remote control does not pair.
- When playing a video from a USB stick the video does not resume where it left off after an ignition cycle **(2017-19 MY Only)**.
- Video Screens do not turn on **(2017-18 MY Only)**.
- Radio Uconnect theater button does not work **(2017-18 MY Only)**.
- USB playback is choppy **(2017 MY Only)**.
- The video system resets or does not function **(2017 MY Only)**.
- The remote pairing screen will time out and inform customer the remote(s) have not been paired **(2017 MY Only)**.
- Remotes frequently do not pair **(2017 MY Only)**.
- Occasional reset **(2017 MY Only)**.
- Rear screens can be accidentally controlled from the radio outside of the parental control feature **(2017 MY Only)**.
- Black screen **(2017 MY Only)**.

Upon further investigation the technician may find that the following Diagnostic Trouble Code (DTC) has been set **(2017-19 MY Only)**:

- B15AD-00 - Lost Low Voltage Differential Signal (LVDS) Connection With Media Port 1.
- B15AE-00 - Lost Low Voltage Differential Signal (LVDS) Connection With Media Port 2.
- B15AA-00 - Lost Low Voltage Differential Signal (LVDS) Connection With Display 1.
- B15AB-00 - Lost Low Voltage Differential Signal (LVDS) Connection With Display 2.

NOTE: Low Voltage Differential Signal (LVDS) DTCs (B15AD00, B15AE00, B15AB00, B15AA00) get falsely set when the vehicle is remote started.

- U11BB-00 - Lost Communication With Video Routing Module **(2017-19 MY Only)**.

In addition the following improvement is included.

- Blueborn cyber security patch **(2017-19 MY Only)**.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, 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 the customer describes the symptom/condition listed above, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Check the latest software level using wiTECH. The VRM will be updated to 19.38.11.
2. Is the VRM software level at or higher than the update to level?
 - YES>>> This bulletin doesn't pertain. Further diagnosis may be needed.
 - NO>>> Proceed to [Step 3](#).
3. Has a USB flash drive been created?
 - YES>>> Proceed to [Step 6](#).
 - NO>>> Proceed to [Step 4](#).
4. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >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.

5. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads (Fig. 1) .

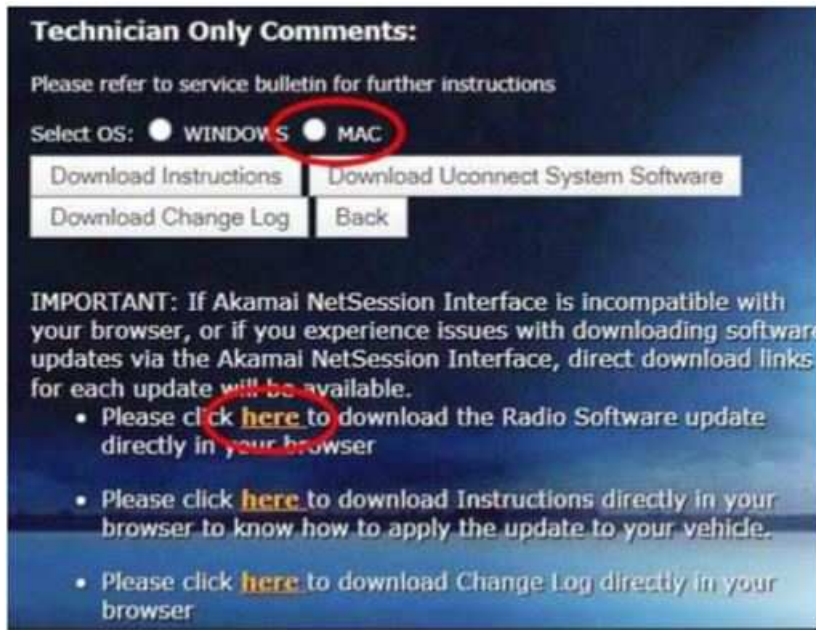


Fig. 1
MAC Download Steps

6. Start the vehicle.
7. With the vehicle still running, disconnect the black and gray VRM harness connector from the VRM found under the front passenger seat (Fig. 2) .



Fig. 2
VRM Harness Connector

8. Connect the VRM harness connector to the VRM and verify the system boots.
9. With the ignition on and radio powered up, insert the USB flash drive with new software into the USB port next to the Blu-ray player (Fig. 3).



Fig. 3
Correct USB Port

10. Watch the driver's seat back video screen and wait for the on-screen prompt that will ask if you would like to proceed with the update. Press the soft key "ACCEPT" to start the update.

NOTE: If the software update process is interrupted/aborted, the process should be restarted. Do not cycle the ignition or touch the radio during the update process.

11. The update may take 13 minutes and no other actions will be needed.
12. After the update is done downloading, the screen will display "Update successful". Remove USB flash drive.

NOTE: If the USB flash drive is left in the port after system reboot, there will be a pop-up on the rear seat back video screen that states "The update file is invalid" (Fig. 4). This is not a concern as the system is already up to date.



Fig. 4
Rear Seatback Video Screen Error

13. Do not turn the ignition off as the update is not completed. Wait until the normal rear screen displays. This will take about 40 seconds.
14. Pair the video system remotes.
 - a. Click the setting gear on the lower right corner of the rear display.
 - b. Press “remote” on the bottom of the screen.
 - c. Press “pair remote control”.
 - d. When prompted press the “OK” button on the remote control.
 - e. Perform these steps for both customer remote controls.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-91-9P	Module, Video Routing, Software - Create USB Jump Drive from Uconnect Website (One time only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-91-9Q	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 use failure code CC with this Service Bulletin.

- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- When utilizing this failure code the 3C’s (customer’s concern, cause and correction) must be provided for processing Service Bulletin flash/reprogramming conditions.

CC	Customer Concern
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