SUBJECT:
Mopar Overhead Multimedia Player (OMP) Enhancements

OVERVIEW:
This bulletin involves updating the OMP with a USB flash drive. The new software is version 2.700.

MODELS:

2020 - 2021	(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 after July 01, 2020 (MDH 0701XX) built on or before September 28, 2020 (MDH 0928XX) equipped with Mopar Single Overhead DVD System (Sales Code XRR).

SYMPTOM/CONDITION:
Customers may experience the following:

- Bluetooth® headphones will not stay paired.

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. Has a USB flash drive been created?

   - YES>>> Proceed to Step 5.
   - NO>>> Proceed to Step 2.

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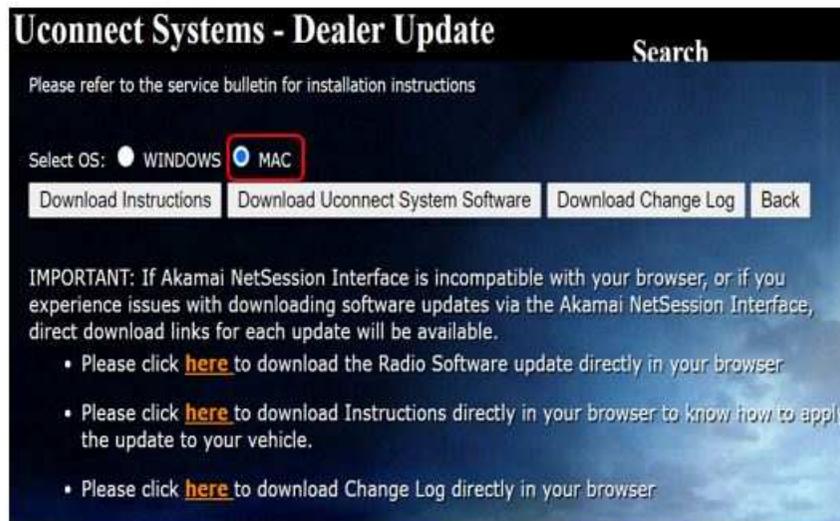

Fig. 1
MAC Download Steps

4. When creating the USB flash drive make sure to put the unzipped file (MERGE.bin) onto the root directory of a black USB flash drive.

5. With the ignition on and OMP powered up, insert the USB flash drive with new software into the USB port on the back of the OMP.

NOTE: Do not unplug the USB flash drive or turn off the device during the update procedure.

6. Turn on the OMP device

NOTE: Make sure the OMP remote are paired to the device.

7. Using the remote press the **V.SEL** (input source) button and select "**USB**" mode on the left bottom corner, (Fig. 2) .
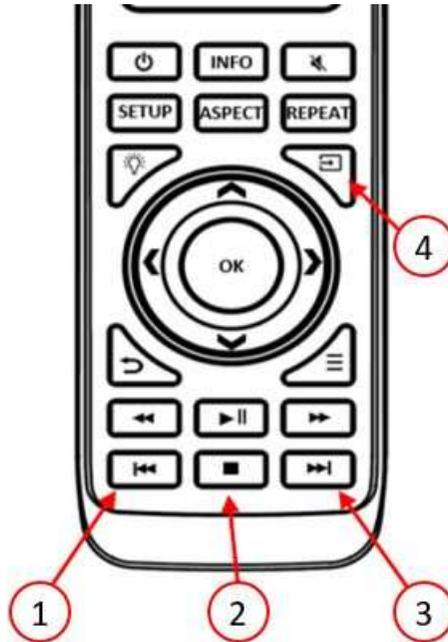

Fig. 2
OMP Remote

1 - Prev
2 - Stop
3 - Next
4 - V.Sel

8. 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.

9. Press the **V.Sel** button again, press the **Prev** button, **Stop** button and **Next** button in that exact order.

10. LCD will display the "Factory Setting" screen. Select "Software Update (USB)" option on the menu.

11. Select and press the "Yes" item for updating.

12. The device will start updating automatically. The should take less the one minute.

13. The OMP device will reboot automatically after the firmware is updated successfully.

14. To verify the update was done properly, press the **V.Sel** button and then **Prev, Stop and Next** buttons in that exact order.

15. Select the "SW Information" item on the screen, then it will display the software version.

16. Did the OMP update to 2.700?

   - YES>>> Remove the USB flash drive this bulletin has been completed
   - NO>>> Make sure the USB flash drive has the proper software on it. Pull out the USB flash drive and insert it again, proceed to Step 5 to start the update again.

NOTE: If the software update has been attempted twice, normal diagnostic should be performed. The OMP may need to be replaced.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-99-17-94	Overhead Multimedia Player, Software - Create USB Jump Drive from Uconnect Website (One time only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-99-17-95	Overhead Multimedia Player, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

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

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