



**NUMBER:** 08-104-21

**GROUP:** 08 - Electrical

**DATE:** June 23, 2021

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**SUBJECT:**

Flash: Display Screen Module (DSM) System Updates

**OVERVIEW:**

This bulletin involves reprogramming the DSM with the latest available software.

**MODELS:**

2021	(WD)	Dodge Durango
2021	(RU)	Chrysler Pacifica

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

**NOTE:** This bulletin applies to WD vehicles built on or before April 12, 2021 (MDH 0412XX) equipped with 10.1" Touchscreen Display (Sales Code RHV).

**NOTE:** This bulletin applies to RU vehicles built on or before June 01, 2021 (MDH 0601XX) equipped with 10.1" Touchscreen Display (Sales Code RHV).

**SYMPTOM/CONDITION:**

Customers may experience one or more of the following:

- Frozen display screen.
- Touch screen inoperative.
- Random touch press without human contact.
- Touch screen too sensitive.

**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 Diagnostic Trouble Codes (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 Inspection Procedure.

**REPAIR PROCEDURE:**

**NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.**

**NOTE: If this flash process is interrupted/aborted, the flash should be restarted.**

1. Reprogram the DSM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Cycle the ignition off then back on again.
3. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-60-02-DU	Display Screen Module (DSM) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 2 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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