



NUMBER: 08-172-22

GROUP: 08 - Electrical

DATE: September 14, 2022

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This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-168, date of issue September 14, 2022. All applicable Un-Sold RSU VINs have been loaded. To verify this RSU service action is applicable to the Un-Sold vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. This RSU will expire 18 months after the date of issue.

SUBJECT:

Rear Seat Entertainment Screen Blank

OVERVIEW:

This bulletin involves checking and if needed, updating the software on both rear seat entertainment display screens.

MODELS:

2022 (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 November 17, 2021 (MDH 1117XX) and on or before December 08, 2021 (MDH 1208XX) equipped with Seat Back Video Screens (Sales Code RHH).

SYMPTOM/CONDITION:

Customer may experience the following:

- Right and/or Left rear seat entertainment screen(s) goes blank.

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 a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. **This RSU only applies to vehicles on the RSU VIN list.**

REPAIR PROCEDURE:

1. Insure there is a good Wi-Fi signal and the password is available.

NOTE: When creating an Amazon™ account the password or account information does not have to be saved after the update is completed.

2. Go through sign in process on rear screens.
3. Create a free Amazon™ account if needed, **no credit card information necessary just an email.**

NOTE: Both of the rear seat display screen software version will need to be checked and updated if needed.

NOTE: If the screen is blank and a few ignition cycles does not restore the screen display, use a flash light on the display screen to see the icons on the display screen.

4. Select the small gear in the bottom right (Fig. 1) .

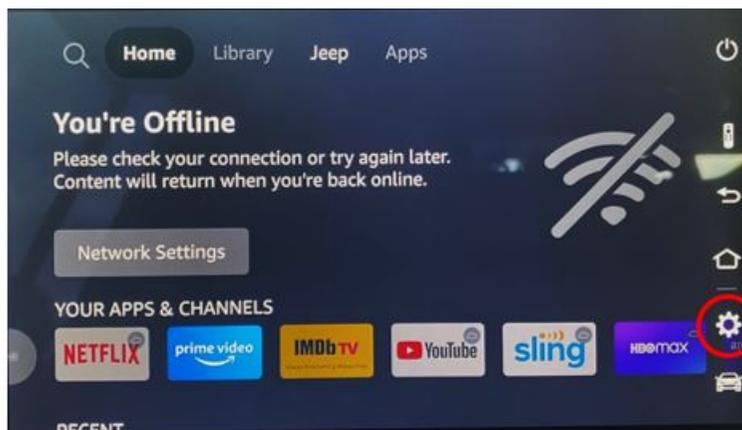


Fig. 1
Small Gear Display

5. Select "Setting" (Fig. 2) .

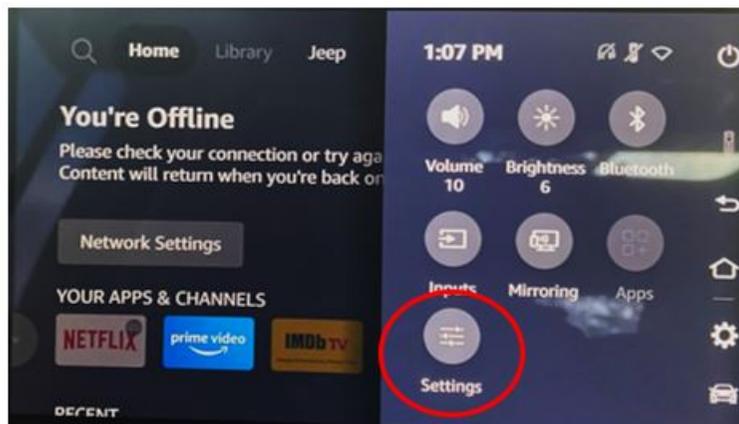


Fig. 2
Setting Display

6. Scroll to the right for “Devices and Software” (Fig. 3) .

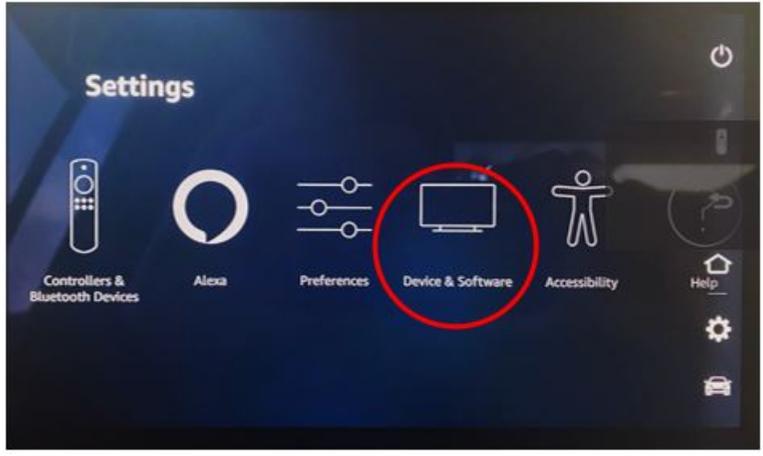


Fig. 3
Devices and Software Display

7. Select “About” (Fig. 4) .

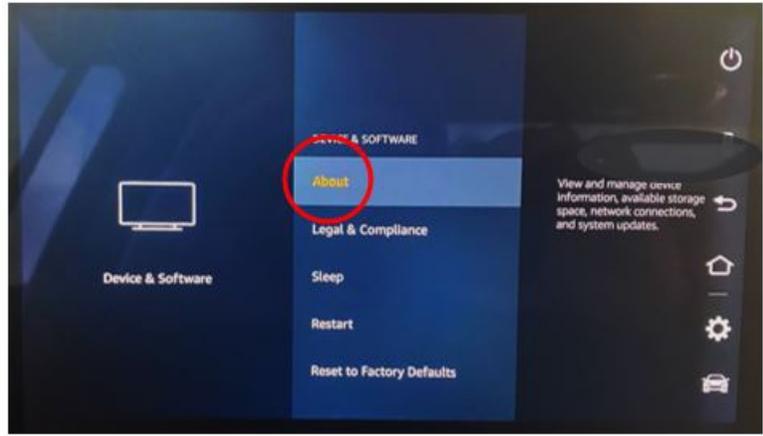


Fig. 4
About Display

8. On the right side of the display screens **(both screens need to be checked)** under “Software Version”, is the software at or above 2693? (Fig. 5) .
- YES>>> This bulletin has been completed. Use inspect LOP (18-19-91-9X) to close the active RSU.
 - NO>>> Proceed to [Step 9](#).

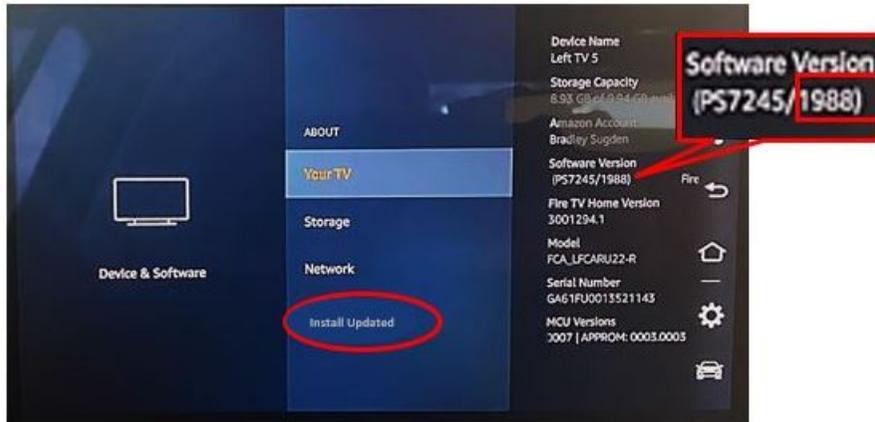


Fig. 5
Software Version Display

9. Select “Install Updates” to start the software update. (Fig. 5) .
10. It will download the software first and then it will install software.
11. Once complete select reboot is needed.
12. Turn off the ignition, open and close the door and let all modules go to sleep. Make sure the scan tool is not connected to the vehicle.
13. Turn the vehicle back on and verify the software version is at 2693 or higher, after updates (Fig. 5) .
14. After the updates are completed, log out of the account. This will insure the account info and password is deleted.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-91-9X	Screen, Rear Seat Entertainment - Inspect S/W Level (Left and Right) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-19-91-9Y	Screen, Rear Seat Entertainment - Inspect and Reprogram S/W Level (Left and Right) (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.

FAILURE CODE:

The dealer must choose which failure code to use depending on if this is a Rapid Service Update (RSU) or Technical Service Bulletin.

- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RSU.
- The failure code “RF” (Required Flash) can no longer be used on Technical Service Bulletin flashes. **The “RF” failure code must be used on an RSU.**
- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Technical Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C’s must be supplied.

RF	Required Flash - RSU
CC	Customer Concern