This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-148, date of issue August 12, 2022. All applicable Sold and Un-Sold RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RSU will expire 18 months after the date of issue.

SUBJECT:
Video Routing Module Inoperative

OVERVIEW:
This bulletin involves reprogramming the Video Routing Module (VRM) with the latest available software.

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 before August 08, 2022 (MDH0808XX) equipped with the Seatback Video Screens (Sales Code RHH).

SYMPTOM/CONDITION:
The customer may experience the following:

- VRM not turning on during ignition cycle.

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:

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.

NOTE: If VRM is not responsive on CAN bus or both rear screens are not turning on, turn off ignition, disconnect the Black (C1) VRM and reconnect. Verify screens turn on when ignition is turned back on.

1. Are the Seatback Video Screens functional?

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

2. With the vehicle off, move the front passenger seat all the way rearward, disconnect and reconnect the Black (C1) VRM harness connector from VRM found under the front passenger seat (Fig. 1) .

Fig. 1
VRM (C1) connector

3. Turn ignition back on.

4.   Did the VRM screens respond to the disconnect and reconnect?

- YES>>> Proceed to Step 5.
- NO>>> This bulletin has been completed, use inspect LOP (18-19-91-9V) to close the active RSU. Further diagnosis will be needed. Once VRM screens respond, proceed to Step 5.

5. Reprogram the VRM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.

6. 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
18-19-91-9V	Module, Video Routing- Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-91-9W	Module, Video Routing- Inspect and 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 9 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

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