

REFERENCE:	TSB: 08-195-23 GROUP 08 - Electrical	Date:	August 4, 2023	REVISION:	08-172-22
VEHICLES AFFECTED:	2022 - **2023** (RU) Chrysler Pacifica This bulletin applies to vehicles built on or after November 17, 2021 (MDH 1117XX) and on or before **April 17, 2023 (MDH 0417XX)** equipped with Seat Back Video Screens (Sales Code RHH).	MARKET APPLICABILITY:			
CUSTOMER SYMPTOM:	Customer may experience the following: <ul style="list-style-type: none"> **Rear seat entertainment DVD Blue-ray® inoperative.** Right and/or Left rear seat entertainment screen(s) goes blank. 				
CAUSE:	Rear entertainment display screens software.				

This bulletin supersedes Technical Service Bulletin (TSB) 08-172-22, date of issue September 14, 2022, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include new Rapid Service Update (RSU) number, Build date, model year, Symptom, software version and LOP.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU)****23-235**, date of issue August 04, 2023.****** All applicable 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.

REPAIR SUMMARY:

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

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
**18-19-91-AA	Screen, Rear Seat Entertainment - Inspect S/W Level (Left and Right) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-19-91-AB	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	RF	Required Flash	
	CC	Customer Concern	

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.

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 a customer’s VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

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) .

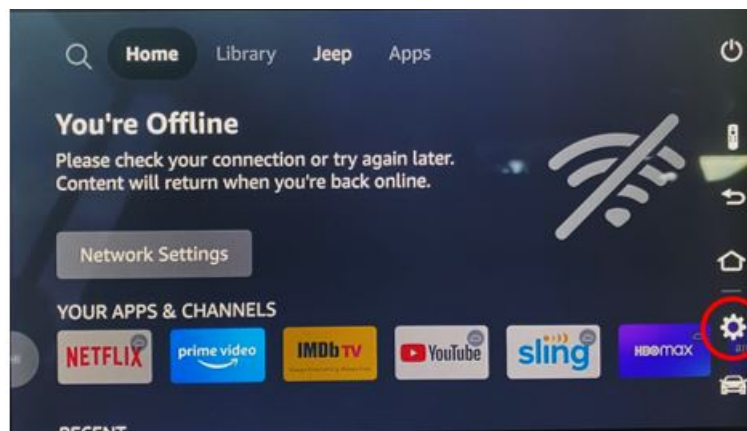


Fig. 1
Small Gear Display

5. Select “Setting” (Fig. 2) .

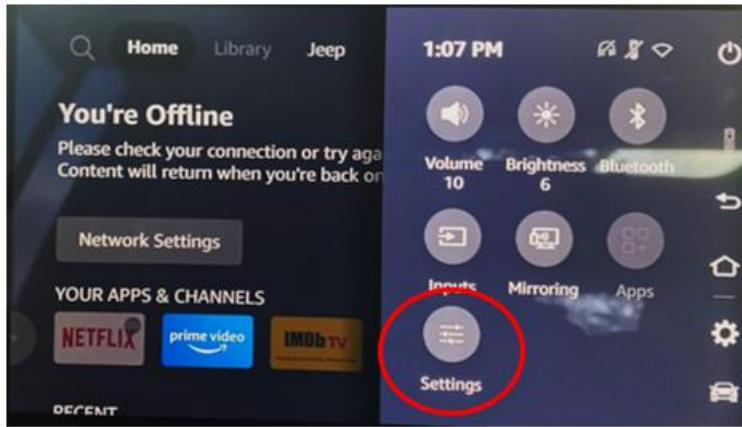


Fig. 2
Setting Display

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

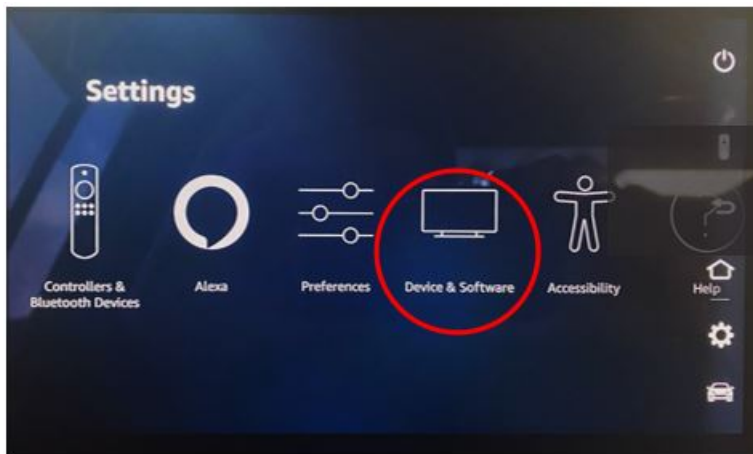


Fig. 3
Devices and Software Display

7. Select “About” (Fig. 4) .

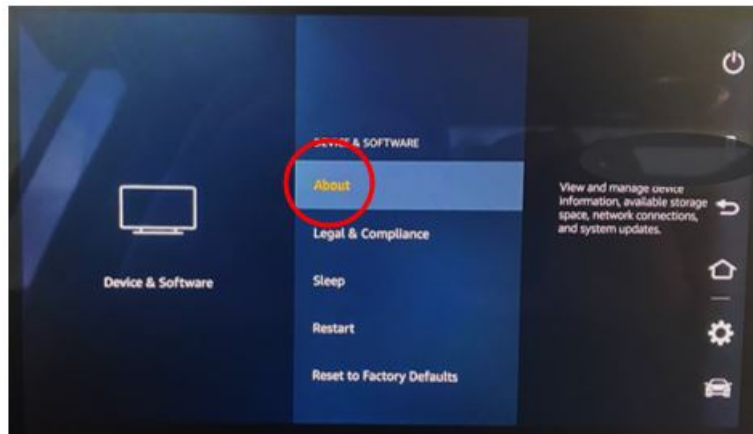


Fig. 4
About Display

8. On the right side of the display screens (**both screens need to be checked**) under “Software Version”, is the software at or above ****3434****? (Fig. 5) .
- YES>>> This bulletin has been completed. Use inspect LOP (**18-19-91-AA**) to close the active RSU.
 - NO>>> Proceed to [Step 9](#).

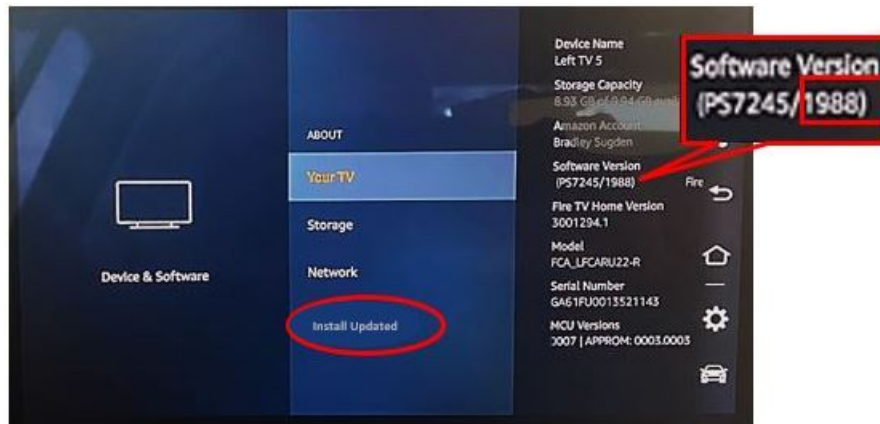


Fig. 5
Software Version Display (Generic Figure Displayed)

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 ****3434**** 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.

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