

REFERENCE:	TSB: 08-155-24 GROUP: 08 - Electrical	Date:	June 29, 2024	REVISION:	—
VEHICLES AFFECTED:	2023 (RU) Chrysler Pacifica This bulletin applies to vehicles equipped with Seatback Video Screens (Sales Code RHH).			MARKET APPLICABILITY: <input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA <input type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH	
CUSTOMER SYMPTOM:	Customers may comment on the following: <ul style="list-style-type: none"> • Rear seat entertainment screens are blank. • VRM not turning on during ignition cycle. 				
CAUSE:	VRM software update				

REPAIR SUMMARY:

This bulletin involves updating the VRM with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-91-AC	Module, Video Routing- Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
Failure Code	CC	Customer Concern	

The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer’s concern matches the SYMPTOM identified in the Technical 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 Technical Service Bulletin flash/reprogramming conditions.

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 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:

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 rear seat entertainment screens functional?
 - YES>>>Proceed to [Step 5](#).
 - NO>>> Proceed to [Step 2](#).
2. With the vehicle ignition 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 to ON.
4. Does the VRM boot up and the rear seat entertainment screens turn on?
 - YES>>> Proceed to [Step 5](#).
 - NO>>> 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.

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