

Technical Service Bulletin (TSB)
Flash: Display Screen Module (DSM) Updates

REFERENCE:	TSB: 08-240-24 GROUP: 08 - Electrical	Date:	November 16, 2024	REVISION:	—
VEHICLES AFFECTED:	2024 (RU) Chrysler Pacifica/Voyager This bulletin applies to vehicles built on or before August 27, 2024 equipped with 10.1" Touchscreen Display (Sales Code RHV).			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:	The customer may comment on the following: <ul style="list-style-type: none"> Intermittent blank screen on the radio display with functional audio (Rearview Camera (RVC) functions normally). 				
CAUSE:	DSM software				

REPAIR SUMMARY:

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

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-02-DV	Module, Display Screen (DSM) - 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.

RELATED LOPS:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-87-53	wiTECH Routine to Disable/Enable HV Battery Contactors for Service; Includes 5 Minute Waiting Period (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

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 above, 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: The vehicle must not be connected to a high voltage charger when performing software updates.

1. Is the vehicle equipped with the PHEV engine?
 - YES>>> Proceed to [Step 2](#).
 - NO>>> Proceed to [Step 4](#).
2. Disable the HV Battery Contactors using wiTECH - Go to the Misc Functions tab --> Select Disable HV Battery Contactors --> then follow the wiTECH prompts.
3. Use wiTECH to confirm that the contactors are open and waiting five minutes. If the contactors do not open turn the ignition on then off. Once successful a note will appear on the wiTECH screen indicating the contactors are open.
4. Reprogram the DSM with the latest available software. If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The helpdesk can be found within the Help menu.
5. Is the vehicle equipped with the PHEV engine?
 - YES>>> Proceed to [Step 6](#).
 - NO>>> Proceed to [Step 7](#).
6. Enable the HV Battery Contactors using wiTECH - Go to the Misc Functions tab --> Select Enable HV Battery Contactors For Service--> then follow the wiTECH prompts.
7. 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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