

GPOP - Issue Review System

Part Number: 68581658A\$, 68672161A\$, 68672162A\$, 68672163A\$, 68672164A\$

Part Description: Radio

Issue Description: "ETMR1H for 26MY and 27MY RU Pacifica, Voyager and Grand Caravan a recurring failure mode is to display a black screen or a blank center screen when using the submenus. This black screen may occur when preparing the RU for pre-delivery. Please do not replace the radio. The solution is to reset the radio and retry the submenus to assure that the issue is resolved. If the issue resolution is not in place, it is recommended that a hard reset be done for the ETMR1H. The hard reset can be done by disconnection of the radio completely and reconnecting. Another way is to completely disconnect the positive battery terminal such that the radio is completely without power and reconnecting. Once again, please do not remove and replace the radio with the failure mode of a black or blank screen. Current SW U42.13 is the production level SW for the ETMR1H and will be updated in the next few months."