

## GPOP - Issue Review System

**Part Number:** 68234120A\$, 68240130A\$, 68210553A\$, 68210554A\$, 05091366A\$, 05091367A\$, 68257001A\$, 68257004A\$, 68283415A\$, 68283417A\$, 68283524A\$, 68283555A\$, 68234120Z\$, 68240130Z\$, 68210553Z\$, 68210554Z\$, 05091366Z\$, 05091367Z\$, 68257001Z\$, 68257004Z\$, 68283415Z\$, 68283417Z\$, 68283524Z\$, 68283555Z\$

**Part Description:** Panasonic 8.4" CTP/FCTP Radio, Update Failure

**Issue Description:** Issue 1: Hand Free Module inoperative, can't pair phone: - Do not replace the radio for phone issues. The Radio does not control phone/Hands Free functionality, it is separate from the radio, test and diagnose the Hands Free Module accordingly.~

Issue 2; Radio inoperative, no power, display no power or screen is blank.~  
Blank Screen with Audio: The ICS is a separate module from the radio. If attempting to replace the display (ICS), do not order a radio part number. Instead, order p/n Z5064993A\$ for an exchange or 05064993A\$ for a new part replacement.  
Prior to replacing parts, Please contact Leony Gonzalez at cell (248) 736-1267 or Reggie Phillips at cell (678) 330-0255. Engineering is currently root causing this issue and your assistance is greatly appreciated. If unable to reach this person within 15 minutes, then proceed with the necessary repair.~

Issue 3; If the radio ICS/touchscreen display appears to reset intermittently, it turns white then black and functionality returns....Please contact Leony Gonzalez at cell (248) 736-1267 or Reggie Phillips at cell (678) 330-0255. Engineering is currently root causing this issue and your assistance is greatly appreciated. If unable to reach this person within 15 minutes, then proceed with the necessary repair. NOTE: USB cables should be replaced prior to the HFM or Radio. ~

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Contact Us at [CAGRIS@Chrysler.com](mailto:CAGRIS@Chrysler.com) for feedback related ONLY to this GPOP Tech Tip. DO NOT email regarding repair procedures unrelated to this Tech Tip or part order inquires. Please include the Part Number (s) and Tech Tip Part Description of the Tech Tip you are referencing for our tracking system.

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