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GROUP: Electrical

DATE: June 14, 2011

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 11-053. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

Radio May Shut Down And Reset Intermittently

OVERVIEW:

This bulletin involves updating the REW radios navigation map database software.

MODELS:

2007 - 2011	(JK)	Wrangler (International Only)
2007 - 2011	(JS)	Avenger / Sebring (International Only)
2007 - 2011	(KA)	Nitro (International Only)
2007 - 2011	(KK)	Liberty (International Only)
2007 - 2010	(LE)	Chrysler 300 (International Only)
2007 - 2011	(MK)	Compass/Patriot (International Only)
2007 - 2011	(PM)	Caliber (International Only)
2007 - 2011	(RT)	Caravan / Town & Country (International Only)
2007 - 2011	(WK)	Grand Cherokee (International Only)
2007 - 2010	(WH)	Grand Cherokee (International Only)
2007 - 2010	(XH)	Commander (International Only)

NOTE: This bulletin applies to vehicles built with an AM/FM/CD/DVD/HDD/MP3 Radio (sales code REW).

NOTE: There are approximately 350 vehicles that were updated with a navigation update disc that require this Service Action to be performed.

SYMPTOM/CONDITION:

The REW radio may shut down and reset intermittently when operated in specific areas of Europe.

Updating the Navigation system will correct this condition.

DIAGNOSIS:

If a customer's VIN is listed in VIP on or your RRT VIN list, perform the repair.

PARTS REQUIRED:

NOTE: Two Navigation Map Update disc were mailed to each dealer involved in the campaign free of charge. Both discs are the same, two were shipped to each dealer in the event one is lost or damaged. If additional discs are needed visit www.navteq.com/chryslerrewrrt to order discs.

REPAIR PROCEDURE:

NOTE: If the software update process is interrupted/aborted, the process should be restarted.

1. Turn ignition to the RUN position
2. Turn the Radio on.
3. Press the MENU key (Fig. 1).

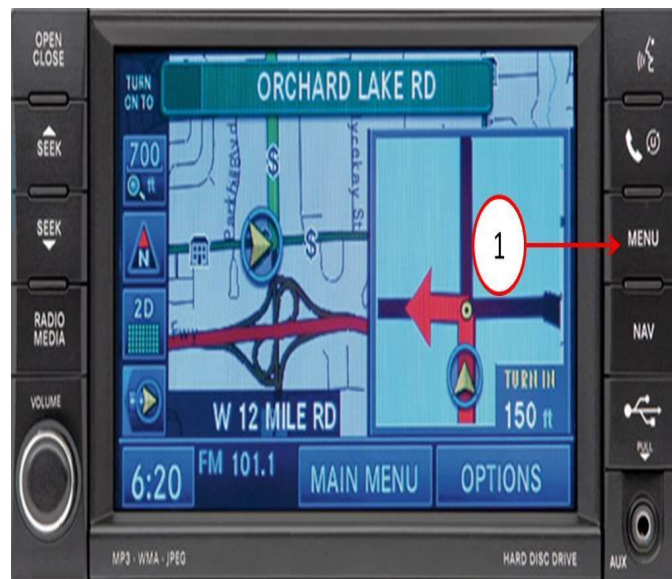


Fig. 1 Radio Face Plate

1 - MENU Key

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4. Press System Setup (Fig. 2).



Fig. 2 Radio Face Plate

1 - System Setup

5. Press System Information (Fig. 3).



Fig. 3 Radio Face Plate

1 - System Information

6. Are the last 3 digits of the database 3.1.2 (Fig. 4)?
a. No >>> return the vehicle to the customer. The navigation database does not require an update.

b. Yes >>> proceed to [Step #7](#) .

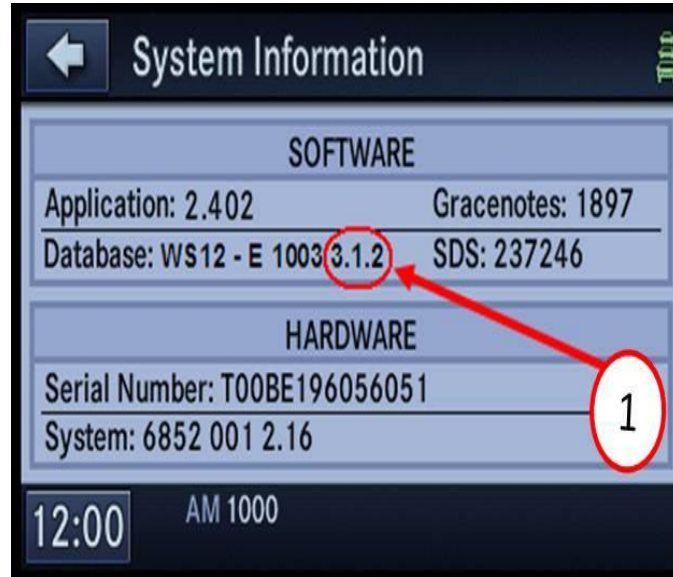


Fig. 4 Radio Face Plate

1 - Database version

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts.

NOTE: The Navigation radio will not be functional during this update.

NOTE: If the vehicle is equipped with Keyless Go (sales code GX4), apply parking brake and shift vehicle into neutral. Key on engine off, this will prevent the ignition from timing out.

7. An Activation Key is required and must be obtained by going to <http://www.navteq.com/chryslerrewrrt>. You must have the vehicle VIN before you can obtain a functional activation key.

NOTE: If the VIN is not in VIP the activation key will be restricted.

8. Insert the Navigation Map Update disc into the radio by pressing OPEN/CLOSE and inserting the update disc.

NOTE: If the vehicle is turned off during the update, the update process will resume where it left off, when the vehicle is turned back on.

9. The radio will read the contents of disc and will prompt the user to select "OK" or "CANCEL" as shown in the screen below. It may take approximately 2 minutes for this prompt to display ([Fig. 5](#)).

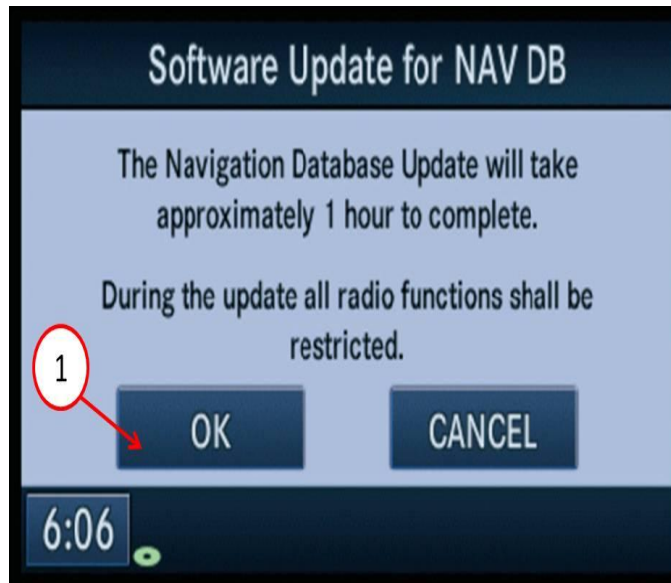


Fig. 5 Radio Face Plate

1 - Press OK

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- 10. Press "OK"(Fig. 5) .
 - 11. The next screen will display the current and new version of the Navigation Map database software.

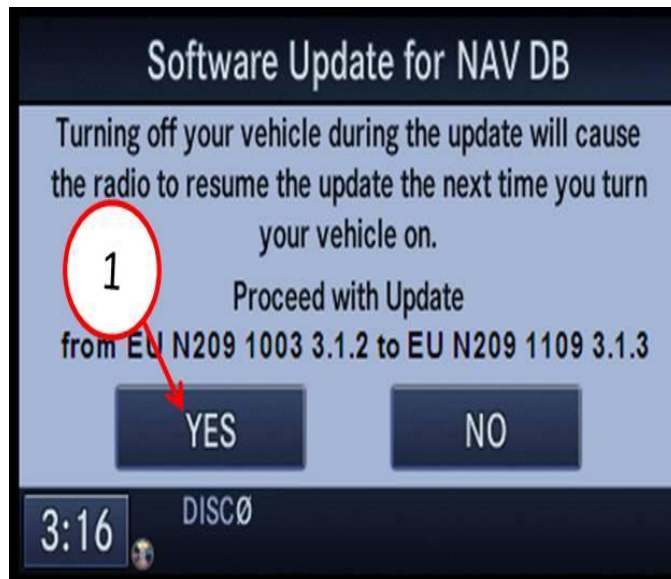


Fig. 6 Radio Face Plate

1 - Press Yes

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- 12. Press YES (Fig. 6).

13. When prompted by the radio enter the activation key obtained in [Step #7](#).



Fig. 7 Radio Face Plate

1 - Activation Key

14. After successful entry of the activation key, the following screen will be displayed ([Fig. 8](#)).

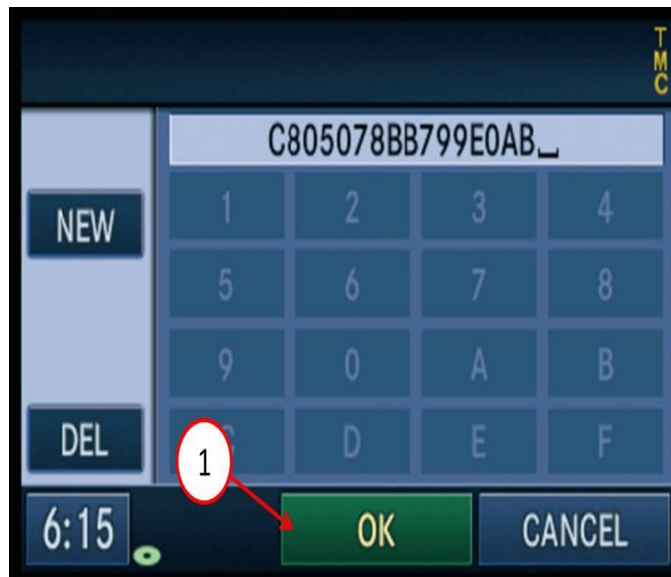


Fig. 8 Radio Face Plate

1 - Press OK

15. Press "OK" and the update process will begin.

16. The following screen will be displayed (Fig. 9).

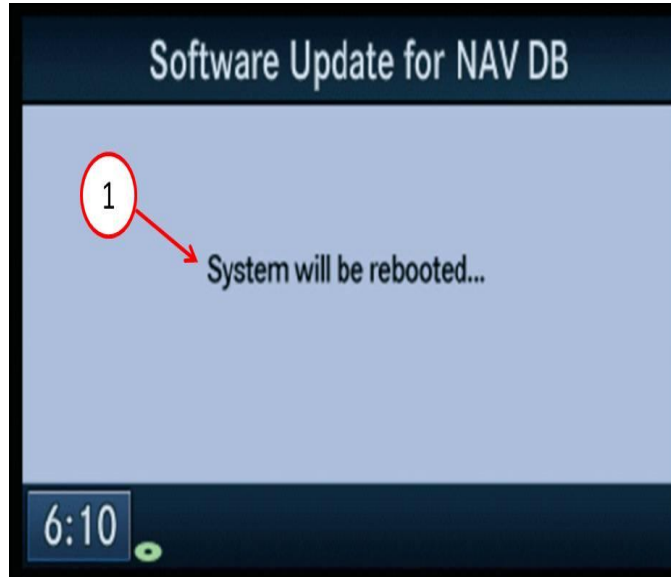


Fig. 9 Radio Face Plate

1 - System Reboot

17. After the radio resets, the following screen will be displayed (Fig. 10)

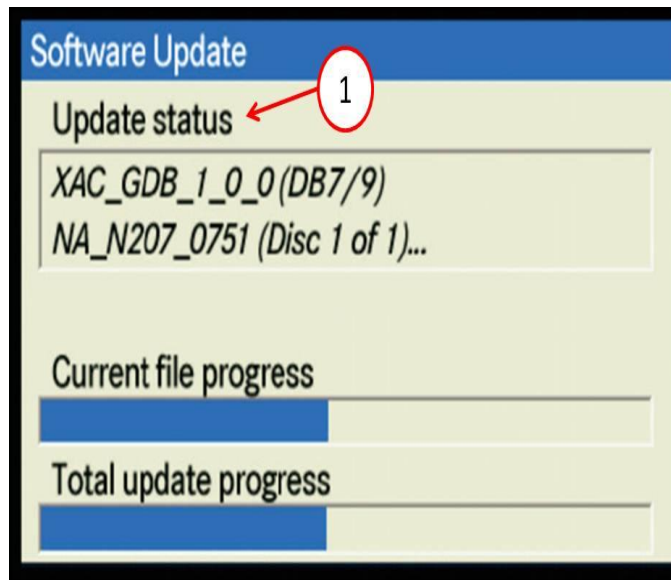


Fig. 10 Radio Face Plate

1 - Status

18. After successful update, the following screen will be displayed (Fig. 11)

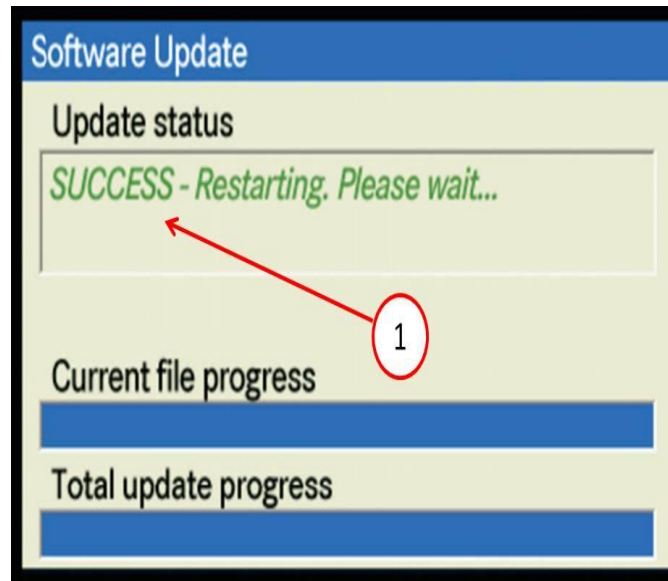


Fig. 11 Radio Face Plate

1 - Success

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19. The radio will reset and return to normal operation.
 20. Retrieve the Navigation Map Update disc by pressing the OPEN/CLOSE button, remove the disc and close the radio display by pressing the OPEN/CLOSE button, and remove the key from the ignition.

NOTE: If the update disc is not ejected immediately, the radio may re-read the disc and prompt the user to update again. Select "CANCEL".

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-60-02-92	Check Radio Software Level - (D)	0.2 Hrs.
18-60-02-93	Check Radio Software Level and Perform Software Upgrade - (D)	0.2 Hrs.

FAILURE CODE:

FM	Flash Module
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