SERVICE BULLETIN

CHRYSLER
Jeep
DODGE

NUMBER: 08-027-07

GROUP: Electrical

DATE: October 27, 2007

THE StarSCAN® FLASH FILES FOR THIS BULLETIN MUST BE RETRIEVED FROM THE INTERNET.

StarSCAN® SOFTWARE LEVEL MUST BE AT RELEASE 8.03 OR HIGHER FOR THIS BULLETIN.

StarMOBILE STANDALONE MODE OR StarMOBILE DESKTOP CLIENT MAY ALSO BE USED TO PERFORM THIS PROCEDURE.

SUBJECT:
Flash: VES (Over Head Video Screen) Is Not Powering ON

OVERVIEW:
This bulletin involves selectively erasing and reprogramming the Video Entertainment System (VES) with new software.

MODELS:

2007 - 2008	(KA)	Nitro
2007 - 2008	(JS)	Sebring/Avenger
2008	(RT)	Caravan/Town & Country
2008	(LX)	300 / Magnum / Charger
2008	(WK)	Grand Cherokee
2008	(WH)	Grand Cherokee (International Markets)
2008	(XK)	Commander
2008	(XH)	Commander (International markets)

NOTE: This bulletin applies to the above listed vehicles equipped with the VES (sales code XRV or RDJ or RF5) built before January 1, 2008 (MDH 0101XX):

SYMPTOM/CONDITION:
VES (Over Head Video Screen) is not powering ON; but VES is active on the bus and is responding to all the diagnostic commands with StarSCAN® or StarMOBILE.

NOTE: If vehicle is a RT and equipped with dual rear video screens be sure to flash both units.

DIAGNOSIS:

Using a Scan Tool (StarSCAN®) with the appropriate Diagnostic Procedures available in TechCONNECT, verify the VES systems has no DTC. If DTC's are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the vehicle operator describes or experiences the Symptom/Condition, perform the Repair Procedure.

SPECIAL TOOLS / EQUIPMENT REQUIRED:

NPN	Battery Charger
CH9401	StarSCAN® Tool
CH9404	StarSCAN® Vehicle Cable
CH9409	StarSCAN® Documentation Kit
CH9410	StarSCAN® Ethernet Cable, 12 ft.
CH9412	StarSCAN® Software Update Device Kit
	TechCONNECT PC or equivalent

REPAIR PROCEDURE - USING THE INTERNET TO RETRIEVE THE FLASH FILE:

NOTE: Before performing this Repair Procedure, the operating software in the StarSCAN® must be programmed with software release level 8.03 or higher. The software release level is visible in the blue header at the top of the StarSCAN® screen.

NOTE: The StarSCAN® diagnostic scan tool fully supports Internet connectivity. However, to take advantage of this feature you must first configure the StarSCAN® for your dealership's network. Make sure the StarSCAN® is configured to the dealership's network before proceeding. For instruction on setting up your StarSCAN® for the dealer's network refer to either: "DealerCONNECT > Service > StarSCAN and StarMOBILE tools > Online Documentation", or refer to the StarSCAN® Quick Start Networking Guide. The StarSCAN® Quick Start Networking Guide is also available on the www.dcctools.com website under the "Download Center".

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Open the hood and install a battery charger. Using a voltmeter, verify that the charging rate provides 13.2 - 13.5 volts. Set the battery charger to continuous charge. Do not allow the charger to time out during the flash process. Remove the charger from the battery when the flash process is complete.

NOTE: Do not allow the charging voltage to climb above 13.5 volts during the flash process.

2. Connect the CH9410 StarSCAN® ethernet cable to the StarSCAN® and the dealer's network drop.

3. Connect the CH9404 StarSCAN® vehicle cable to the StarSCAN® and the vehicle.
4. Power ON the StarSCAN®.
5. Retrieve the old VES part number. Using the StarSCAN® at the "Home" screen:
    a. Select "VES View"
    b. Touch the screen to highlight the PCM in the list of modules.
    c. Select "More Options"
    d. Select "ECU Flash".
    e. Record the part number at the top of the "Flash VES" screen for later reference.
    f. Select "Browse for New File". Follow the on screen instructions.
    g. Select "Download to Scantool".
    h. Select "Close" after the download is complete, then select "Back".
    i. Highlight the listed calibration.
    j. Select "Update Controller".
    k. When the update is complete, select "OK".

NOTE: If vehicle is a RT and equipped with dual rear video screens be sure to flash both units.

6. Verify the part number at the top of the "Flash VES" screen has updated to the new part number.

NOTE: Due to the VES programming procedure, a DTC may be set in other modules within the vehicle, if so equipped. Some DTC's may cause the MIL to illuminate. From the "Home" screen select "System View". Then select "All DTCs". Press "Clear All Stored DTCs" if there are any DTCs shown on the list.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-20-03-10	DVD System - Module, Video Entertainment System (VES) - Reprogram (B)	0.3 Hrs.
18-20-03-11	DVD System - Module, Video Entertainment System (VES) - Reprogram Both Video Screen Modules (B)	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action