



NUMBER: 08-028-10

GROUP: Electrical

DATE: October 28, 2010

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SUBJECT:

RBZ Radio Software Enhancements

OVERVIEW:

This bulletin involves upgrading the software on the RBZ Radio.

MODELS:

2010	(JC)	Journey
2010	(JS)	Avenger / Sebring
2010	(LC)	Challenger
2010	(LX)	300 / Charger
2010	(MK)	Compass / Patriot
2010	(PM)	Caliber
2010	(RT)	Caravan / Town & Country
2010	(WK)	Grand Cherokee
2010	(XK)	Commander

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

SYMPTOM/CONDITION:

- The display may appear to be dimly lit when in backup camera mode (if equipped).
- Screen fonts to small or unclear.
- Video playback, display to bright.
- Audio playback, sound quality/frequency response could be improved.
- Hands free call information does not display caller ID.
- Bluetooth streaming audio information is incomplete.

DIAGNOSIS:

If the customer experiences any listed Symptom/Condition(s) perform the following:

1. Check the radio software version.
 - a. Press "Menu" button on the radio.
 - b. Press "System Setup" touch screen soft key.
 - c. Press "System Information" touch screen soft key.
 - d. The software level is the number reported after the word "Application".
2. Is the radio software version at 8.05, or greater?



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- a. YES >>> This service bulletin does not apply. Further diagnosis may be required.
- b. NO >>>> Perform the repair procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
AR (1)	68092693AA	Software Disk

REPAIR PROCEDURE:

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

1. Start the vehicle.
2. Install the software disk into the radio CD drive and follow the instructions on the screen.

NOTE: Do not cycle the ignition during the update process.

3. Once the update is completed eject the disk.
4. Verify that the radio software version is at 8.05.
 - a. Press "Menu" button on the radio.
 - b. Press "System Setup" touch screen soft key.
 - c. Press "System Information" touch screen soft key.
 - d. The software level is the number reported after the word "Application".
5. Using wiTECH clear any DTC's that may have been set in other modules during software upgrade .

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
08-60-02-A6	Check Radio Software Level	0.2 Hrs.
08-60-02-A7	Check Radio Software Level and Perform Software Upgrade	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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