March 30, 2009

TO: ALL CHRYSLER, DODGE AND JEEP DEALERS

FROM: GLOBAL SERVICE

SUBJECT: RAPID RESPONSE TRANSMITTAL #09-018 DVD Software Update
             MYGIG Radio - Splash Screen Frozen or Locked Up With Battery Drain

INVOLVED VEHICLES:
2009   (DS) Ram Truck
2009   (JS) Sebring/Avenger
2009   (KA) Nitro
2009   (JK) Wrangler
2009   (HB) Durango
2009   (HG) Aspen
2009   (KK) Liberty
2009   (LC) Challenger
2009   (LX) 300/Magnum/Charger
2009   (ND) Dakota
2009   (RT) Town & Country/Grand Caravan/Grand Voyager
2009   (WK) Grand Cherokee
2009   (XK) Commander

NOTE: This Service Action applies to models equipped with MYGIG Radio sales code RER.

NOTE: This Service Action affects both sold and unsold vehicles.

NOTE: The VIN List is available on DealerCONNECT for all affected dealers. The VIN List has been inserted in the Service Tab under Rapid Response Transmittals. The dealers receiving the Rapid Response Transmittal Service Action are the "Ship To" dealers and the VIN's listed are specific to their dealership. All involved vehicles will be loaded into the VIP system.

NOTE: This should be a top priority and be completed prior to sale to avoid suspect vehicles being delivered to customers.

DISCUSSION:
A number of vehicles were shipped with a MYGIG Radio (sales code RER) that requires a DVD software update to correct Splash Screen frozen, Radio locked up or battery drain. Dealers are required to update the radio with the latest update DVD and
Print the last 2 pages of this document (customer information) and place a copy in the Owners' Manual Kit.

Owners may experience any of the following conditions:

- Radio is stuck in "Splash Screen Frozen".
- Radio is Locked Up.
- Battery Drain

PARTS REQUIRED:
1   68056387AB   Disc, Update MYGIG Radio (RER)

NOTE: All earlier versions of Update DVD's should be discarded EXCEPT version 9.717 MYGIG recovery disc used to correct hard drive corruption concerns. Only use pn. 68056387AB, version 1.220 or later to update radios.

CAUTION: Any radio with a version of 9.xxx will require an update to this latest version of 1.220

REPAIR PROCEDURE:
1. Insert vehicle key and turn to ACC. position.
2. Turn radio ON.
3. Insert software update DVD into radio.
4. Radio will read the disc and prompt user to perform software update.

NOTE: Radio may take 1 - 2 minutes to prompt for software update. In the following step there are 2 portions to the software update. Radio will reset before and after each portion.

5. If radio software is older than the update DVD software, i.e.; "Update from 8.xxx / 9.xxx to 1.220", select "Yes".

NOTE: Once software update has begun, do not power off vehicle and do NOT touch the radio.

6. Once software update is complete, radio will return to the normal user screen. Wait for radio to re-read DVD and prompts user to update software again. Software levels shown should now be identical, i.e.; Update from 1.220 to 1.220". Select "No" to return to user screen.
7. Eject software update DVD.

The key **MUST** be turned off for at least one minute before returning the vehicle back to the customer. This step allows the Can bus to go to sleep completing the flash sequence.

NOTE: This update DVD should be saved and can be reused multiple times.

NOTE: Updating the MYGIG radio with this software does not affect the photos or music previously stored in the radio by the customer.

POLICY: Reimbursable within the provisions of the warranty.

NOTE: USE OF THE LABOR OPERATION INCLUDED WITH THIS SERVICE ACTION ON VEHICLES OTHER THAN THOSE INVOLVED MAY BE SUBJECT TO CHARGE BACK.

TIME ALLOWANCE:

LABOR OPERATION NO:

08-60-02-96	Software, DVD –Update MYGIG (B)	0.3 Hrs.

FAILURE CODE: ZZ - Service Action

If you have any questions, contact your Business Center.

MYGIG Radio Software Updated

Dear: Customer

Your MYGIG radio has been updated with new software. This software update provides audio and graphic enhancements, as well as functional improvements to ease customer usage. In addition the navigation radio software update provides enhanced hands free phone support and real time traffic information.

For additional information refer to **www.chrysler.com/en/owners/mygig/**
Select > "MYGIG Resources" > "Download Owners Manual" for a revised operators manual.

New features include:

Real-time Traffic, Speed and Flow display

Phone Book Download icon and Feature

Realtime traffic, speed and flow feature receives traffic messages with the satellite radio receiver. This feature requires a subscription with Sirius to receive this service. Traffic flow information is fed to SIRIUS traffic by roadway sensors monitored and maintained by local Department of Transportation agencies.
    Transparent Green, Yellow and Red lines will indicate traffic speeds on supported major roads.

If a connected phone supports this function, the phone book of the phone is automatically copied to the radio's address book.
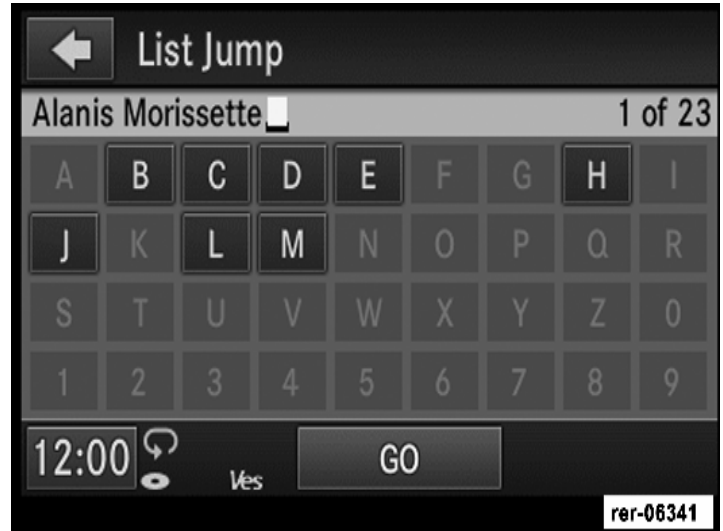
As soon as the phone is connected via Bluetooth, the download of the phone book starts. Maximum of 1000 entries per phone will be downloaded.

MYGIG Radio Software Updates continued

Revised Vehicle Entertainment Screen
controls

Alpha Jump Feature

  Revised Vehicle Entertainment Screen (VES) includes an expanded audio, media and input source display enhancements.

The Alpha Jump feature allows you to search for your desired artist in the play list by pressing the first letter in the artists name on the touch screen.