

June 1, 2010

TO: ALL DODGE AND CHRYSLER DEALERS

FROM: SERVICE OPERATIONS

SUBJECT: RAPID RESPONSE TRANSMITTAL / SERVICE ACTION #10-030 REV A.
RBZ Radio – Touch Buttons Inoperative

INVOLVED VEHICLES:

2010 (DS) Ram Truck 1500
2010 (DJ) Ram Truck 2500
2010 (D2) Ram Truck 3500
2010 (JC) Journey
2010 (JS) Sebring/Avenger/Sebring Convertible
2010 (LC) Challenger
2010 (LX) 300/300C, Charger
2010 (PM) Caliber
2010 (RT) Grand Caravan/Town and Country
2010 (MK) Patriot / Compass
2010 (WK) Grand Cherokee
2010 (XK) Commander

THIS IS A REVISION TO RAPID RESPONSE TRANSMITTAL #10-030 DATED MAY 25, 2010 WHICH SHOULD BE REMOVED FROM YOUR FILES. THIS REVISION UPDATES THE PART NUMBERS SECTION. ALL CHANGES ARE HIGHLIGHTED WITH **ASTERISKS.**

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 Radio (RBZ). When trying to manually tune the radio the second row of numbers buttons 4, 5, and 6 are inoperative to the touch. Dealers are required to inspect and if needed replace the Radio with an exchange unit.

PARTS REQUIRED:

| | | | |
|---|------------|--------------------------|---------------------|
| 1 | Z5064675AH | **DS,DJ,D2,JC,RT** | Radio without SDARS |
| 1 | Z5064678AH | **DS,DJ,D2,JC,RT** | Radio with SDARS |
| 1 | Z5064958AH | **JS,LC,LX,PM,MK,WK,XK** | Radio without SDARS |
| 1 | Z5064959AH | **JS,LC,LX,PM,MK,WK,XK** | Radio with SDARS |

REPAIR PROCEDURE:

1. Inspect radio, turn radio on and press direct tune. Do the buttons in the second row 4, 5, and 6 work when you touch them?
 - a. Yes>>>Repair complete return vehicle to customer or inventory.
 - b. No>>> Proceed to step 2.
2. Replace the Radio. Refer to the service procedure available on DealerCONNECT/TechCONNECT, Group 8 Electrical > Audio and Video > Radio > Removal and installation

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:

| | | | |
|-------------|---------------------------|-----|----------|
| 08-60-02-95 | Inspect Radio | (C) | 0.2 Hrs. |
| 08-60-02-96 | Inspect and Replace Radio | (C) | 0.3 Hrs. |

FAILURE CODE: ZZ - Service Action

If you have any questions, contact your Business Center.