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March 26, 2010

TO: ALL DODGE AND CHRYSLER DEALERS
FROM: TECHNICAL SERVICE OPERATIONS
SUBJECT: RAPID RESPONSE TRANSMITTAL / SERVICE ACTION # 10-019
RBZ Radio - Video Disable

INVOLVED VEHICLES:

2010 (DS) Ram Truck 1500
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 (WK) Grand Cherokee

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:

Approximately 1,588 vehicles were shipped with a RBZ Radio. For the States of CT, FL, OK, WV, it is require that the front video on the radio be disabled. Dealers outside of these states may do the same if the customer requests it. All Dealers in every state are required to update the RBZ Radio with the latest update DVD.

PARTS REQUIRED:

1 68084784AA Flash Disc -This update DVD should be saved and can be reused multiple times.

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 6.xxx to 8.30", 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 8.30 to 8.30". 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.

8. Install a video DVD, make sure the rear seat video works properly.

NOTE: For the states of CT, FL, OK, and WV please follow the remaining steps. For any other states repair is complete.

9. Connect to wiTECH.
10. Follow the directions for turning off the video in the radio
11. Verify Video can not be seen in the radio.
12. Return vehicle to customer.

NOTE: This update DVD should be saved and can be reused multiple times. The disc should only be charged out on the first warranty claim only.

NOTE: Updating the 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:

08-60-02-97	Software, DVD – Update (RBZ Radio) (C)	0.4 Hrs.
08-60-02-98	Software, DVD – Update (RBZ Radio) (C) Includes radio video disable for States CT, FL, OK, WV (C)	0.5 Hrs.

FAILURE CODE: ZZ - Service Action

If you have any questions, contact your Business Center.