

May 25, 2010

**TO:** ALL DODGE AND CHRYSLER DEALERS  
**FROM:** SERVICE OPERATIONS  
**SUBJECT:** RAPID RESPONSE TRANSMITTAL / SERVICE ACTION #10-030  
RBZ Radio – Direct Tune 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

**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) that may exhibit the following condition. When attempting to manually tune the second row buttons (4, 5, 6), they are inoperative to the touch.

**PARTS REQUIRED:**

1	Z5064675AH	RT	Radio without SDARS
1	Z5064678AH	DS, RT	Radio with SDARS
1	Z5064958AH	MK	Radio without SDARS
1	Z5064959AH	JS, PM	Radio with SDARS

**REPAIR PROCEDURE:**

1. 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.