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GROUP: Electrical

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SUBJECT:

SiriusXM™ Travel Link™ Update Policy

MODELS:

2011	(DD)	3500 Cab Chassis
2011	(DJ)	2500 Pickup
2011	(DP)	4500/5500 Cab Chassis
2011	(DS)	1500 Pickup
2011	(DX)	Reg Cab Chassis (Mexico)
2011	(D2)	3500 Pickup
2011	(JK)	Wrangler
2011	(JS)	200/Avenger
2011	(KA)	Nitro
2011	(KK)	Liberty
2011	(LC)	Challenger
2011	(MK)	Compass/Patriot
2011	(PM)	Caliber
2011	(RT)	Caravan/Town & Country
2011	(WD)	Durango
2011	(WK)	Cherokee

NOTE: This bulletin applies to vehicles built prior to April 18, 2011 (MDH 0418XX) equipped with a Media Center 430N CD/DVD/MP3/HDD/NAV radio (sales code RHB).

NOTE: This bulletin applies to vehicles marketed in the United States only.

DISCUSSION:

Vehicles manufactured by Chrysler Group LLC which are equipped with a Media Center 430N CD/DVD/MP3/HDD/NAV radio (sales code RHB) are capable of being updated to support SiriusXM™ Travel Link™. These vehicles are being categorized into two groups. The two groups and the policy for updating Travel Link™ for each group are identified below.

Group 1

2011 (WK) Jeep® Grand Cherokee vehicles equipped with a Media Center 430N CD/DVD/MP3/HDD/NAV radio (sales code RHB) built from August 16, 2010 through January 22, 2011 (MDH 081618 through 012209) are covered under Customer Satisfaction Notice K40.

Under Customer Satisfaction Notice K40:

- The Monroney Label information on about 930 of the above vehicles lists a 1-year subscription to SiriusXM™ Travel Link™ service. The radio in the vehicle does not have the correct software to operate the SiriusXM™ Travel Link™ features.
- Owners will have a software update CD mailed to them to update their radio's software.
- Owners will receive an additional 1-year subscription (beyond the original subscription termination date) to SiriusXM™ Satellite Radio and SiriusXM™ Travel Link™ Service free of charge.
- Any owner that prefers not to update their radio's software themselves is asked to schedule a dealer appointment to have the update performed.
- A skilled technician is required to perform the Repair Procedure under Customer Satisfaction Notice K40 and labor is reimbursed accordingly.

Group 2

All other 2011 vehicles manufactured by Chrysler Group LLC which are not identified in Group 1 and that are equipped with a Media Center 430N CD/DVD/MP3/HDD/NAV radio (sales code RHB).

The policy for the above listed vehicles is as follows:

- Owners of sold vehicles in this category, who are not covered by the K40 action, will receive a SiriusXM™ Travel Link™ upgrade CD direct from SiriusXM™ via postal Mail.
- For unsold vehicles in this category, the customer will receive a Travel Link™ upgrade CD as part of their SiriusXM™ welcome kit.
- Customers will be instructed to contact the Chrysler Help Center at (800) 247-9753 if they encounter any issues while performing the update.
- Customers' Travel Link™ service will be active and remain active for the duration of their factory loaded 1-year SiriusXM™ Satellite Radio subscription.
- **Labor Operation 95-08-20-05** has been created to aid dealers in providing update assistance to customers requesting help from their dealership. This labor operation reimburses a \$15.00 flat fee to the dealership. A skilled technician is not required to perform the customer assistance under this labor operation.

NOTE: Dealers may order MOPAR part number 68141133AA to have a Travel Link™ update disk on hand if desired. This same disk may be used to service vehicles in Group 1 and in Group 2.

POLICY:

Information Only