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GROUP: Electrical

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 12-067. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

Flash: RHR, RHW Or RHP Radio Software Enhancements

OVERVIEW:

This bulletin involves upgrading the software on the RHR, RHW or RHP Radio.

MODELS:

| | | |
|-----------|------|----------------------|
| 2011-2013 | (JK) | Wrangler |
| 2011-2013 | (JS) | 200/Avenger |
| 2011-2012 | (KK) | Liberty |
| 2011-2013 | (RT) | Town Country/Caravan |
| 2011-2012 | (DJ) | Ram 2500 Pickup |
| 2011-2012 | (MK) | Compass/Patriot |
| 2011-2012 | (PM) | Caliber |
| 2011-2013 | (WK) | Grand Cherokee |
| 2011-2012 | (DS) | Ram 1500 Pickup |
| 2011-2012 | (D2) | Ram 3500 Pickup |
| 2011-2013 | (LC) | Challenger |
| 2011-2013 | (WD) | Durango |
| 2011 | (KA) | Nitro |

NOTE: This bulletin applies to vehicles equipped with Media Center 735N CD/DVD/MP3/HDD/NAV (sales code RHW) or AM/FM/CD/DVD/MP3/HDD/NAV Radio (sales code RHR) or AM/FM/CD/MP3/NAV Radio (sales code RHP).

SYMPTOM/CONDITION:

The customer may experience one or more of the following conditions.

- Erratic alternate frequency switching (International only).
- Bluetooth phone muting during European traffic announcement (International only).
- Lost channel presets, home addresses, address book entries & Travel Link favorites.
- Not able to change default country and state then route.
- Unable to load .jpeg files onto hard drive to display on touch screen.
- Vehicle with Start/Stop feature, the screen will go black when the engine turns off at a stop. (International only).
- Incomplete Travel Link temperature displayed when the temperature is over 100F. Example, if the temperature is 107F the screen will display 07. (Domestic U.S. only).
- Cancel key inoperative after pressing the international button.
- iPhone4 dial not possible after second call.
- Missing Travel Link buttons from SAT menu (Domestic U.S. only).
- Devices button disabled in VES menu.
- Unable to route to a recent route after a map update.
- Remove Travel Link disclaimer popup (Domestic U.S. only).
- Duplicate phone numbers in popup after pressing the international button.
- During active call and on hold, DIAL button should be displayed (not "TONE" button).
- International button not visible.
- Point of interest (POI) Search enhancements.
- When video in remote DVD player is stopped devices button wrongly labeled as DVD.
- Access Travel Link immediately after radio no update when staying on TL screen.
- iPod, track selection enhancements.

DIAGNOSIS:

If the customer experiences the Symptom/Condition(s) perform the following:

1. Check the radio software version.
 - a. Press "Menu" button on the radio.
 - b. Press "System Setup" touch screen soft key.
 - c. Press "System Information" touch screen soft key.
 - d. The software level is the number reported after the word "Application".
 - e. Is the radio software version at 2.126?
 - f. Yes >>> This service bulletin does not apply. Further diagnosis may be required.
 - g. No >>> Perform the repair procedure [Step #1](#).

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure.

PARTS REQUIRED:

NOTE: U.S. and Canadian dealers have been sent 5 update discs, to the attention of the service manager. Check with the service manager before ordering any update disc. Warranty WILL NOT be paid for any additional discs that the dealer orders. All international dealers will have to order an update disc.

| Qty. | Part No. | Description |
|--------|------------|-----------------------------|
| AR (1) | 68204727AA | Update Disc (version 2.126) |

NOTE: Only one update disc is required and this disc may be used to service multiple vehicles.

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

REPAIR PROCEDURE:

NOTE: If the software update process is interrupted/aborted, the process should be restarted.

1. Turn the ignition to ON with the engine not running.
2. Remove any USB sticks from the radio face plate.
3. Press the OPEN/CLOSE hard key on the face of the radio and insert the software update disc.
4. The radio will then display a prompt that reads "Update from X.XXX to 2.126" Press YES.

NOTE: Do not cycle the ignition or adjust the radio (volume, channels, est.) during the update process.

NOTE: The update may take up to 25 minutes, no other actions are needed until the update is completed.

5. The radio will reboot and restart on its own and then update will automatically start on its own.
6. The radio will reboot and restart on it own when the update is complete. When it restarts it will reread the software update disc again.
7. When the prompt, "Update from 2.126 to 2.126" appears, pay close attention to the version numbers. Are both software version number the same?
 - a. Yes>>> Proceed to [Step #8](#).
 - b. No>>> Perform the update again, proceed to [Step #4](#).
8. Press the OPEN/CLOSE hard key on the face plate to remove the disc.
9. Press the OPEN/CLOSE button again to close the screen.
10. Update complete.

NOTE: If the radio will not successfully update after repeat attempts, you may have a damaged disc, Get a new disc and update the radio again.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Amount |
|----------------------------|--|---------------|
| 18-60-02-9J | Check Software Level. (Skill Level = D; Training Level = 1) | 0.2 Hrs. |
| 18-60-02-6K | Check and Update Software. (Skill Level = D; Training Level = 1) | 0.2 Hrs. |

FAILURE CODE:

| | |
|----|--------------|
| FM | Flash Module |
|----|--------------|