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GROUP: Electrical

DATE: October 11, 2012

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THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 13.01 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

Flash: RBZ Or RHB Radio Software Enhancements

OVERVIEW:

This bulletin involves upgrading the software on the RBZ or RHB Radio.

MODELS:

2012	(JK)	Wrangler
2012	(WD)	Durango
2012	(LC)	Challenger
2012	(D2)	Ram 3500 Pickup
2012	(DX)	Dodge Reg Cab Chassis (Mexico)
2012	(DS)	Ram 1500 Pickup
2012	(WK)	Grand Cherokee
2012	(DP)	Ram 4500/5500 Cab Chassis
2012	(PM)	Caliber
2012	(MK)	Compass/Patriot
2012	(DJ)	Ram 2500 Pickup
2012	(RT)	Town Country/ Caravan
2012	(KK)	Liberty
2012	(DD)	Ram 3500 Cab Chassis
2012	(JS)	200/Avenger

NOTE: This bulletin applies to vehicles equipped with Media Center 430 CD/DVD/MP3/HDD (sales code RBZ) built before November 29, 2011 (MDH 1129XX) or Media center 430N CD/DVD/MP3/HDD/NAV Radio (sales code RHB).

SYMPTOM/CONDITION:

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

- Digital photos loaded onto the hard drive intermittently get lost (RBZ & RHB).
- CD/DVD will not play (RHB only).
- Navigation accept screen will not clear (RHB only).
- Navigation shows “acquiring signal” for an extended period of time (RHB only).
- New navigation graphics (RHB only).

DIAGNOSIS:

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

1. Check the radio software version.
2. Press “Menu” button on the radio.
3. Press “System Setup” touch screen soft key.
4. Press “System Information” touch screen soft key.
5. Is the radio software version at 33.01.23 or greater?
 - a. Yes >>> This service bulletin does not apply. Further diagnosis may be required.
 - b. No >>> Perform the repair procedure [Step #1](#).

PARTS REQUIRED:

Qty.	Part No.	Description
1	68197238AA	Update Disc (version 33.01.23)

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

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 volume knob to turn the radio OFF.
4. Press the load button and insert the software update disc.

NOTE: It may take up to 5 minutes before this message appears.

1. When the prompt, “Update baseline data files on HDD?” appears, press YES.

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

2. The radio will reboot and restart on it's own.
3. When the title of the screens reads, “Update Radio Software” appears, press YES.
4. This step is for RHB Nav, radios only. If the message “PND did not update!” appears, your navigation software is already up to date. Press OK.
5. The radio will reboot and restart on its own. When it restarts it will reread the software update disc again.
6. When the prompt, “Update baseline data files on HDD?” appears press NO.
7. When the prompt, “Update from 33.01.23 to 33.01.23” appears, are both software numbers the same?
 - a. Yes>>> Press “NO” and proceed to [Step #12](#).
 - b. No>>> Press “Yes” perform the software upgrade again, proceed to [Step #5](#).

- 8. Press the LOAD hard key on the face plate to remove the disc.
- 9. Press the LOAD button again to close the screen.
- 10. The update has been completed.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-60-02-9L	Check Software Level. (Skill Level = D; Training Level = 1)	0.2 Hrs.
18-60-02-9M	Check and Update Software. (Skill Level = D; Training Level = 1)	0.4 Hrs

FAILURE CODE:

FM	Flash Module
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