**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-057-12 REV. A, DATED DECEMBER 08, 2012, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH \*\*ASTERISKS\*\* AND INCLUDES ADDING 2013 VEHICLES AND A NEW UPDATE DISC.**

## SUBJECT:
RBZ Or RHB Radio Software Enhancements

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

## MODELS:

| Year | Code | Model |
|------|------|-------|
| 2012-2013 | (JK) | Wrangler |
| 2012-2013 | (WD) | Durango |
| 2012-2013 | (LC) | Challenger |
| 2012 | (D2) | Ram 3500 Pickup |
| 2012 | (DX) | Dodge Reg Cab Chassis (Mexico) |
| 2012 | (DS) | Ram 1500 Pickup |
| 2012-2013 | (WK) | Grand Cherokee |
| 2012 | (DP) | Ram 4500/5500 Cab Chassis |
| 2012 | (PM) | Caliber |
| 2012-2013 | (MK) | Compass/Patriot |
| 2012 | (DJ) | Ram 2500 Pickup |
| 2012-2013 | (RT) | Town Country/Caravan |
| 2012 | (KK) | Liberty |
| 2012 | (DD) | Ram 3500 Cab Chassis |
| 2012-2013 | (JS) | 200/Avenger |

**NOTE: \*\*This bulletin applies to vehicles built on or before April 30, 2013 (MDH 0430XX) equipped with Media Center 430 CD/DVD/MP3/HDD (sales code RBZ) or Media Center 430N CD/DVD/MP3/HDD/NAV (sales code RHB) \*\*.**

## SYMPTOM/CONDITION:

The customer may experience one or more of the following.

- Digital photos loaded onto the hard drive intermittently get lost.
- 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).
- **Sirius audio pop on power up**.
- **HFM audio pop on power up**.
- **HFM Mode resume with no information**.
- **Trip planner does not save a route after is was created (RHB only)**.
- **Route guidance does not activate after the vehicle shuts down (RHB only)**.
- **Longitude entry does not allow enough digits (RHB only)**.

> **NOTE: **Some customer were sent the wrong updated disc. If a late built RHB radio was updated with 68197238AA update disc, the customer will have some issue with the display. There will be a ghost image of the vehicles brand logo on the screen. Updating the radio will correct this issue. 2012 vehicles with an RHB radio P/N 05091338xx, should be considered a late built radio.**.**

*DIAGNOSIS:*

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

*PARTS REQUIRED:*

| Qty. | Part No. | Description |
|------|----------|-------------|
| 1 | **68233625AA** | Update Disc (version **50.00.07**) |

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

**REPAIR PROCEDURE:**
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 50.00.07 or greater?
   a. Yes >>> This service bulletin does not apply. Further diagnosis may be required.
   b. No >>> Proceed to Step #6.

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

6. Turn the ignition ON with the engine not running.
7. Remove any USB sticks from the radio face plate.
8. Press the volume knob to turn the radio OFF.
9. Press the load button and insert the software update disc.
10. When the prompt, "Update baseline data files on HDD?" appears, press YES.

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

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

11. The radio will reboot and restart on it's own.
12. When the title of the screens reads, "Update Radio Software" appears, press YES.
13. 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.
14. The radio will reboot and restart on its own. When it restarts it will reread the software update disc again.
15. When the prompt, "Update baseline data files on HDD?" appears press NO.
16. When the prompt, "Update from 50.00.07 to 50.00.07" appears, are both software numbers the same?
    a. Yes>>> Press "NO" and proceed to Step #17.
    b. No>>> Press "YES" perform the software upgrade again, proceed to Step #10.

**NOTE: NOTE: If the radio will not successfully update after repeat attempts, you may have a damaged disc. Order a new disc and start the procedure over.**

17. Press the LOAD hard key on the face plate to remove the disc.
18. Press the LOAD button again to close the screen.
19. The update has been completed.

*POLICY:*
Reimbursable within the provisions of the warranty.

*TIME ALLOWANCE:*

| Labor Operation No: | Description | Skill Category | Amount |
|---|---|---|---|
| 18-60-02-9S | RBZ Radio, Check Software Level. (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 18-60-02-9T | RBZ Radio, Check and Update Software. (0 - Introduction) | 6 - Electrical and Body Systems | 0.4 Hrs. |
| 18-60-02-9U | RHB Radio, Check Software Level. (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 18-60-02-9V | RHB Radio, Check and Update Software. (0 - Introduction) | 6 - Electrical and Body Systems | 0.4 Hrs |

*FAILURE CODE:*

| ZZ | Service Action |
|---|---|