

**NUMBER:** 08-065-12

**GROUP:** Electrical

**DATE:** December 20, 2012

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 12-072. 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:**

RHR Navigation Map Enhancements

**OVERVIEW:**

This bulletin involves updating the RHR radios navigation map database software.

**MODELS:**

2012	(JK)	Wrangler
2012	(JS)	Avenger/200
2012	(DS)	Ram 1500 Pickup
2012	(KK)	Liberty
2012	(LC)	Challenger
2012	(DJ)	Ram 2500 Pickup
2012	(D2)	Ram 3500 Pickup
2012	(RT)	Caravan/Town & Country
2012	(WK)	Grand Cherokee
2012	(WD)	Durango

**NOTE: This bulletin applies to vehicles built with an Uconnect 730N CD/DVD/HDD/MP3/Nav Radio (sales code RHR).**

**SYMPTOM/CONDITION:**

Customers may experience a condition where new roads and new points of interest are not accurately shown on their navigation system.

Updating the navigation software will help address most of the map inaccuracy results.

**DIAGNOSIS:**

If a customer's VIN is listed in VIP or on your RRT VIN list, perform the repair.

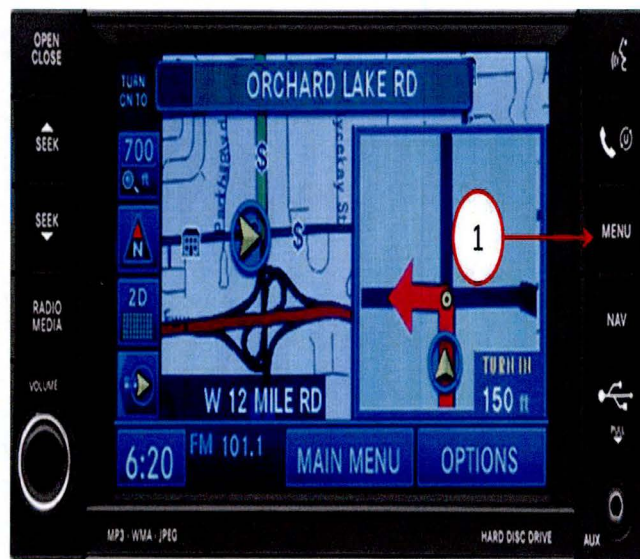
**PARTS REQUIRED:**

Qty.	Part No.	Description
1	68210915AA	Navigation Map update (version 4.3.1)

**REPAIR PROCEDURE:**

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

1. Turn ignition to the RUN position
2. Turn the Radio on.
3. Press the MENU key (Fig. 1).



**Fig. 1 Radio Face Plate**

1 - MENU Key

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4. Press System Setup (Fig. 2).

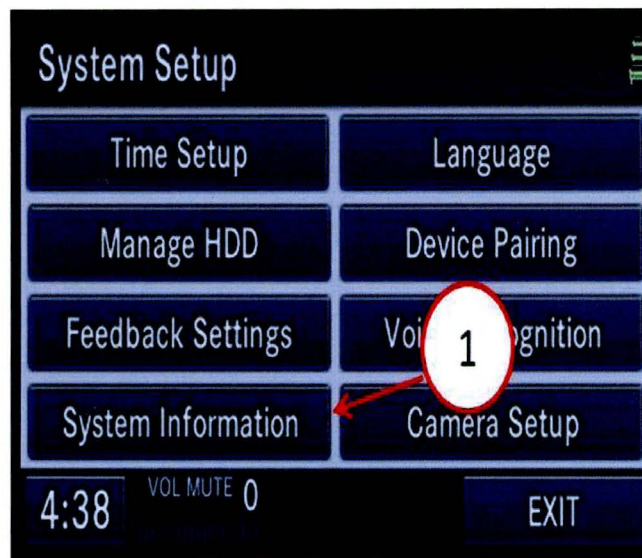


**Fig. 2 Radio Face Plate**

1 - System Setup

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5. Press System Information (Fig. 3).



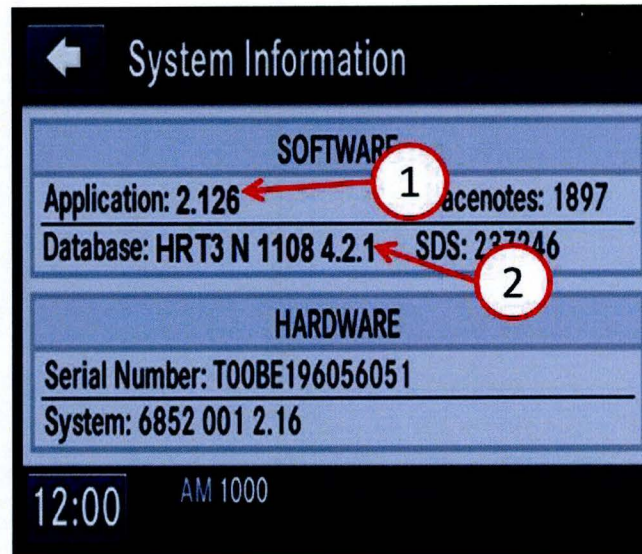
**Fig. 3 Radio Face Plate**

1 - System Information

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6. Is the application software level at 2.126? (Fig. 4).  
a. No >>> Perform service bulletin 08-053-12 first, before proceeding with this bulletin.  
b. Yes >>> proceed to [Step #7](#).





**Fig. 4 Software Versions**

- 1 - Application Version
- 2 - Database Software Version

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7. Is the Database software level at 4.3.1 or higher? (Fig. 4).
- a. Yes >>> This service bulletin doesn't pertain, normal diagnostic should be performed.
  - b. No >>> Proceed to [Step #8](#).

**NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts.**

**NOTE: The Navigation radio will not be functional during this update.**

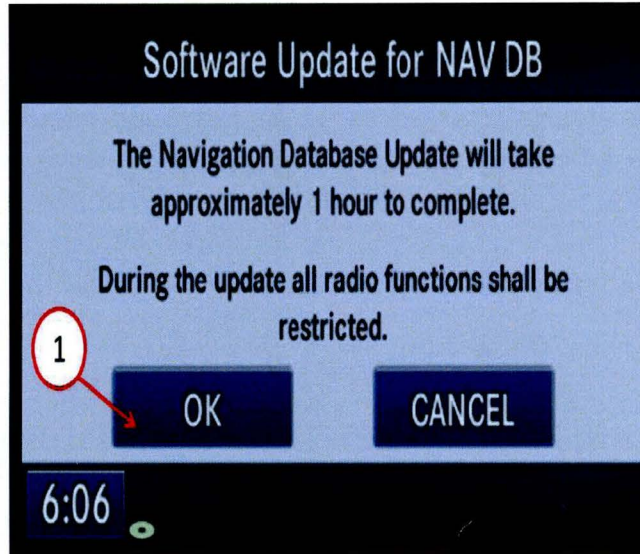
**NOTE: If the vehicle is equipped with Keyless Go (sales code GX4), apply parking brake and shift vehicle into neutral. Key on engine off, this will prevent the ignition from timing out.**

8. An Activation Key is required and must be obtained by going to <http://www.navteq.com/freshmaps/chryslerdealers>. You must have the vehicle VIN before you can obtain a functional activation key. If you need assistance generating an activation code please contact Navteq at 866-629-3212.

**NOTE: The website in step (8) is only for obtaining activation codes for VINs listed in VIP or on your RRT list. There is a different website for customers that were sent an update kit directly to their home, please follow the instructions included with the customer's kit.**

**CAUTION: If the VIN is NOT in VIP the activation key WILL be restricted.**

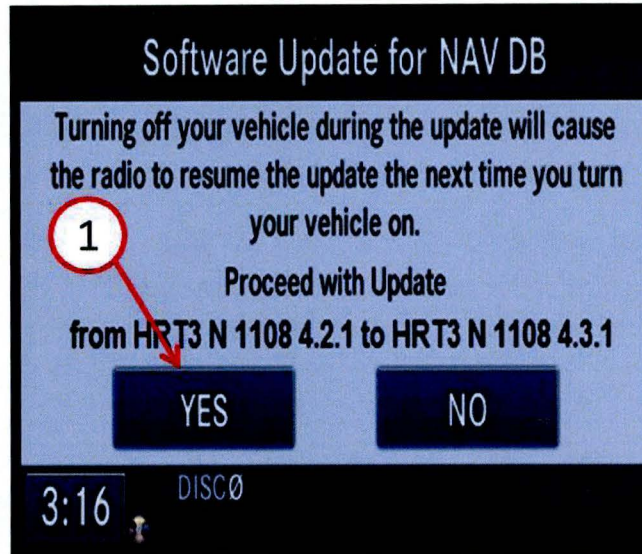
9. Insert the Navigation Map Update disc into the radio by pressing OPEN/CLOSE and inserting the update disc.
10. The radio will read the contents of disc and will prompt the user to select "OK" or "CANCEL" as shown in the screen below. It may take approximately 2 minutes for this prompt to display (Fig. 5).



**Fig. 5 Radio Face Plate**

1 - Press OK

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11. Press "OK"(Fig. 5).
  12. The next screen will display the current and new version of the Navigation Map database software (Fig. 6).
  13. Press YES to continue.

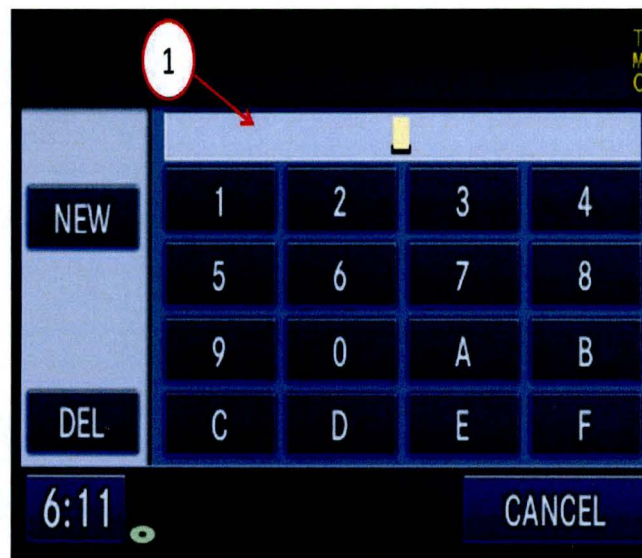


**Fig. 6 Current and Update Software Level**

1 - To Proceed Select "YES"

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14. When prompted by the radio enter the activation key obtained in [Step #8](#).



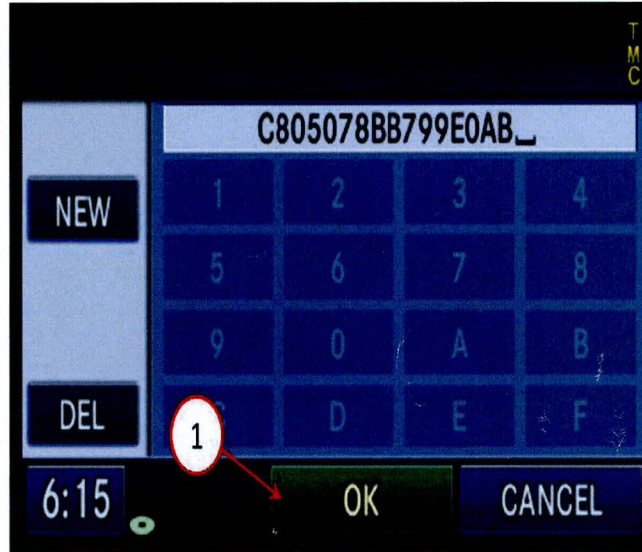
**Fig. 7 Radio Face Plate**

1 - Activation Key

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15. After successful entry of the activation key, the following screen will be displayed ([Fig. 8](#)).



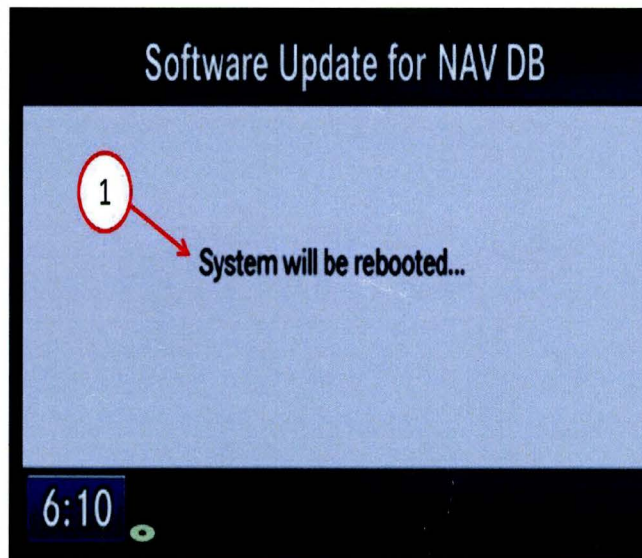


**Fig. 8 Radio Face Plate**

1 - Press OK

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- 16. Press "OK" and the update process will begin.
- 17. The following screen will be displayed (Fig. 9).



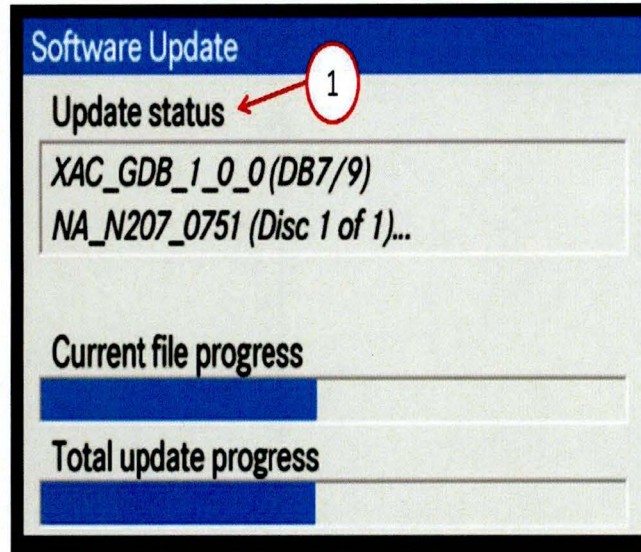
**Fig. 9 Radio Face Plate**

1 - System Reboot

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**NOTE:** The update may take up to 1 hour to be completed. Once the update has been started no other action is needed from the technician. The tech can perform other duties while the navigation system is being updated.

18. After the radio resets, the following screen will be displayed (Fig. 10)



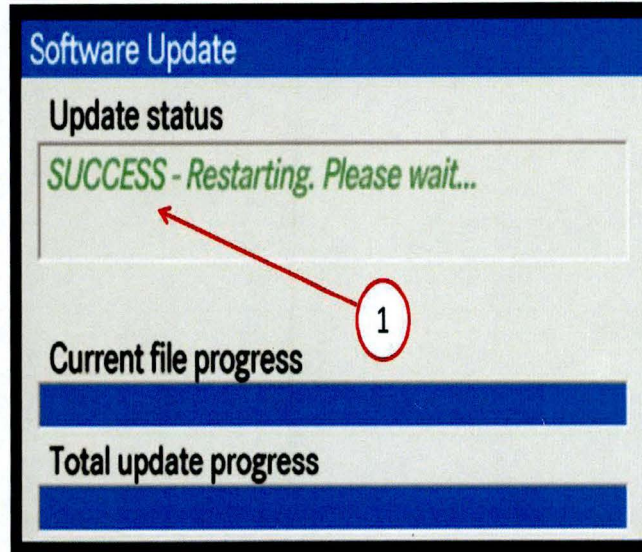
**Fig. 10 Radio Face Plate**

1 - Status

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19. After successful update, the following screen will be displayed (Fig. 11)





**Fig. 11 Radio Face Plate**

1 - Success

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20. The radio will reset and return to normal operation.
  21. Retrieve the Navigation Map Update disc by pressing the OPEN/CLOSE button, remove the disc and close the radio display by pressing the OPEN/CLOSE button, and remove the key from the ignition.

**NOTE: If the update disc is not ejected immediately, the radio may re-read the disc and prompt the user to update again. Select "CANCEL".**

***POLICY:***

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Amount</b>
18-60-02-9W	Check Radio Software Level - (D)	0.2 Hrs.
18-60-02-9X	Check Radio Software Level and Perform Software Upgrade - (D)	0.2 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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