THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-020-12 , DATED March 28, 2012, WHICH SHOULD BE REMOVED FROM YOUR FILES. THIS IS A COMPLETE REVISION AND NO ASTERISKS HAVE BEEN USED TO HIGHLIGHT REVISIONS.

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 12-022. 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.

THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 13.02 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:
Radio Navigation Display Reads No Data Available

OVERVIEW:
This Bulletin involves performing a ROW Map Configuration of the UCONNECT Touch 8.4N CD/DVD/MP3/NAV (sales code RB6).

MODELS:

2012	(JC)	Journey (International Only)

NOTE: This bulletin applies to vehicles built from November 28, 2011 (MDH 1128XX) to January 27, 2012 (MDH 0127XX) equipped with UCONNECT Touch 8.4N CD/DVD/MP3/NAV (sales code RB6).

SYMPTOM/CONDITION:
The customer will experience a condition where the maps in NAV radio will not load. When the NAV button is depressed the radio will display "No data available" on the navigation screen.

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

REPAIR PROCEDURES:
1. From the wiTECH main topology screen, select TGW > Misc Functions tab > ROW Map Configuration.

NOTE: This procedure will check for the correct part number and then configure the radio for rest of world maps.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-60-02-9A	ROW Map Configuration (Skill Level = 1; Training Level = 2)	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action