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GROUP: Electrical

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HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN ECU IS AVAILABLE BY SELECTING "HELP" THEN "HELP CONTENTS" AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW.

THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 13.03 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

RHW And RHP Navigation System Does Not Show The Proper Vehicle Location

OVERVIEW:

The Navigation system calculates distance traveled using the Antilock Brake System (ABS) which requires an ABS software update and if required radio replacement.

MODELS:

2012	(RT)	Voyager/Grand Voyager/Town and Country (international only)
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NOTE: This bulletin applies to international vehicles, Build To Export MKT Specifications (sales code YAB) and equipped with AM/FM/CD/NAV RADIO (sales code RHP) or Media Center 735N CD/DVD/MP3/HDD/NAV (sales code RHW).

SYMPTOM/CONDITION:

The customer may experience when using the Navigation system, it shows their vehicle in the wrong location.

This is caused by the GPS system locking in on 3 or less satellites, which is due to Electromagnetic Interference (EMI) blocking the satellite signals. Also the Navigation system is not getting the proper distance traveled from the ABS module.

The system needs to have a lock on 4 or more satellites, to function properly. Replacing the radio will correct this condition. The Navigation system needs proper distance traveled to calculate vehicle location when the satellite signals are blocked by mountains or large buildings. Updating the ABS module will correct this conditions.

DIAGNOSIS:

Using a Scan Tool (wiTECH™) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no Radio/Nav are set. If DTC's are present record them on the

repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	Z8092002AE	Radio (RHW) RHD
1 (AR)	Z8089004AE	Radio (RHP) RHD
1 (AR)	Z5091211AE	Radio (RHP) LHD
1 (AR)	Z5091210AE	Radio (RHW) LHD

**NOTE: The radios must be ordered from the Exchange center,
<http://www.dceres.com/>**

REPAIR PROCEDURE:

1. Using the wiTECH check if the ABS module has the latest software.
2. Is the ABS module programmed with the latest software?
 - a. Yes >>> Proceed to [Step #5](#).
 - b. No >>> Update the ABS module software, proceed to [Step #3](#).

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.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

3. Flash reprogram the ABS module. Help using the wiTECH Diagnostic Application for flashing the control modules is made available through the wiTECH Diagnostic Application. For instructions select the "HELP" tab on upper portion of the wiTECH window, then "HELP CONTENTS". This will open the Welcome to wiTECH Help screen where help topics can be selected.
4. Clear any DTC's that may have been set in other modules due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow the tech to clear them.

NOTE: A customer may experience a similar type concern under normal conditions. Satellite signals can be block by mountains, large building and location. This condition will be easy to duplicate, if the radio has this issue. Before performing this bulletin the condition HAS to be duplicated.

5. Can you duplicate the condition?
 - a. Yes >>> Check the number of satellites the radio can lock on, proceed to [Step #6](#).
 - b. No >>> This bulletin doesn't pertain, normal diagnostics needs to be performed.
6. Take the vehicle to a open area clear of any obstruction that can block the satellite signals.
7. Press the Menu hard key on the outside of the radio.
8. Press soft key NAV Setting, then GPS Information soft key.
9. The number of satellites will be displayed in the lower right hand corner of the screen.

10. Does the radio have a lock on 3 or less satellites?
 - a. Yes >>> Proceed to [Step #11](#).
 - b. No >>> This bulletin doesn't pertain, normal diagnostics needs to be performed.
11. Remove the radio from the vehicle, follow TechCONNECT 08 - Electrical/8A - Audio and Video/RADIO/Removal.
12. Check for a green dot on the radio, for location of dot see ([Fig. 1](#)).



Fig. 1 Updated radios will have a painted green mark

1 - Location of green mark.

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13. Does the radio have a green dot?
 - a. Yes >>> The updated radio has already been installed in this vehicle. Proceed to [Step #14](#).
 - b. No >>> The radio needs to be replaced, have the parts department order one from the exchange center. **Put the radio back into the vehicle and give it back to the customer. Once the dealer receive the radio, set up an appointment with the customer to install the updated part.**

NOTE: After the updated radio has been installed, proceed to step 15.

14. Reinstall the radio. Follow TechCONNECT 08 - Electrical/8A - Audio and Video/RADIO/Installation. Proceed to [Step #20](#).
15. Verify how many satellites the radio can lock on.
16. Take the vehicle to an open area clear of any obstruction that can block the satellite signals.
17. Press the NAV hard key on the outside of the radio.
18. Press soft key NAV Setting, then GPS Information.
19. The number of satellites will be displayed in the lower right hand corner of the screen.
20. Does the radio have a lock on 3 or less satellites?
 - a. Yes >>> This bulletin no longer pertains, normal diagnostic will need to be performed.
 - b. No >>> The bulletin has been completed.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

NOTE: Since both repairs cannot be performed on the same day, both LOPs cannot be submitted using the same Repair order. Claims using the same repair order number will be rejected.

Labor Operation No:	Description	Amount
08-60-02-C7	Radio/Telematics Gateway Module - inspect and update ABS software (1 Semi-Skilled)	0.3 Hrs.
08-60-02-C8	Radio/Telematics Gateway Module - replace (1 Semi-Skilled)	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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