



NUMBER: 08-025-13

GROUP: Electrical

DATE: April 05, 2013

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SUBJECT:

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

OVERVIEW:

This bulletin involves inspecting and replacing the Navigation Radio if required.

MODELS:

2011 (RT) Voyager/Grand Voyager/Town and Country (International only)

NOTE: This bulletin applies to international vehicles 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, due to Electromagnetic Interference (EMI) blocking the satellite signals.

The system needs to have a lock on 4 or more satellites, to function properly. Replacing the radio will correct this condition.

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)	Z5064822AE	Radio (RHW)
1 (AR)	Z5064824AE	Radio (RHP)

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

REPAIR PROCEDURE:

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 condition. Before performing this bulletin the condition HAS to be duplicated.

1. Can you duplicate the condition?
 - a. Yes >>> Check the number of satellites the radio can lock on, proceed to [Step #2](#).
 - b. No >>> This bulletin doesn't pertain, normal diagnostics needs to be performed.
2. Take the vehicle to a open area clear of any obstruction that can block the satellite signals.
3. Press the Menu hard key on the outside of the radio.
4. Press soft key NAV Setting, then GPS Information soft key.
5. The number of satellites will be displayed in the lower right hand corner of the screen.
6. Does the radio have a lock on 3 or less satellites?
 - a. Yes >>> Proceed to [Step #7](#).
 - b. No >>> This bulletin doesn't pertain, normal diagnostics needs to be performed.
7. Remove the radio from the vehicle, follow TechCONNECT 08 - Electrical/8A - Audio and Video/RADIO/Removal.
8. Check for a green dot on the radio, for location of dot see ([Fig. 1](#)).

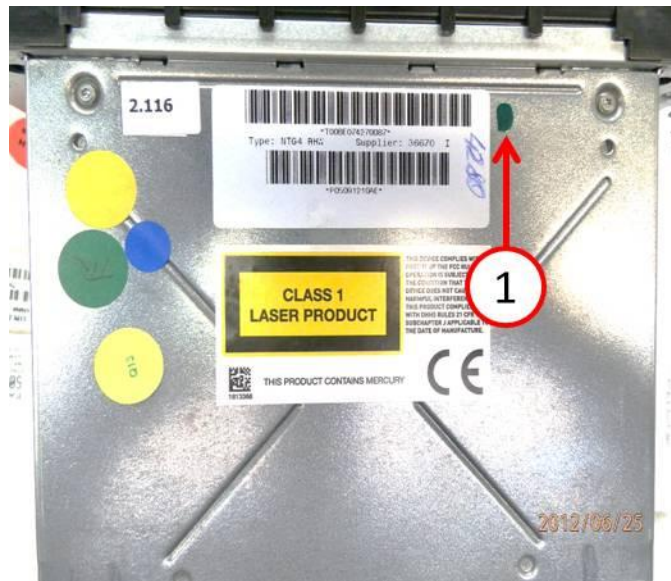


Fig. 1 Updated radios will have a painted green mark.

1 - Location of painted mark.

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9. Does the radio have a green dot?
 - a. Yes >>> The updated radio has already been installed in this vehicle. Proceed to [Step #10](#).

- b. No >>> The radio needs to be replaced, have the parts person 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 11.

- 10. Reinstall the radio. Follow TechCONNECT 08 - Electrical/8A - Audio and Video/RADIO/Installation. Proceed to [Step #16](#).
- 11. Verify how many satellites the radio can lock on.
- 12. Take the vehicle to a open area clear of any obstruction that can block the satellite signals.
- 13. Press the NAV hard key on the outside of the radio.
- 14. Press soft key NAV Setting, then GPS Information.
- 15. The number of satellites will be displayed in the lower right hand corner of the screen.
- 16. Does the radio have a lock on 3 or less satellites?
 - a. Yes >>> 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-C5	Radio/Telematics Gateway Module - Inspect (1 Semi-Skilled)	0.2 Hrs.
08-60-02-C6	Radio/Telematics Gateway Module - Replace (1 Semi-Skilled)	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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