

NUMBER: 08-044-13

GROUP: Electrical

DATE: June 05, 2013

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-042. 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:

Navigation Map Activation RA3 Radio

OVERVIEW:

This bulletin involves activating the navigation system on the RA3 radio prior to sale of the vehicle.

MODELS:

2014 (BF) 500L (U.S. And Puerto Rico Markets Only)

NOTE: This Service Bulletin applies to vehicles equipped with a UCONNECT 6.5A AM/FM/BT/ACCESS (sales code RA3) built on or before July 2013 (MDH 0701XX)

CAUTION: The only vehicles that can be upgraded to include a navigation system are vehicles equipped with RA3 radio.

DIAGNOSIS:

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

NOTE: If the VIN is listed in VIP or your RRT VIN list there is no charge to the dealer to activate the Navigation.

REPAIR PROCEDURE:

CAUTION: Vehicle must be out of transportation mode before proceeding.

Activating the Navigation system.

1. Turn the ignition on.

2. Press the NAV hard button.
3. Copy the request code on the Repair Order (Fig. 1).
4. Call 866-348-3394 for the activation code.

NOTE: The person that calls in will need the program ID 40CD1, dealer code, VIN, their SID number and 22 digit request code. They will ask for your e-mail address, so they can send you a confirmation of the activation code. The call center is opened Monday - Friday, 9:00 am to 8:00 pm Eastern Standard time. To expedite, once the 22 digit code is retrieved from the vehicle, multiple vehicles can be activated during one phone call.



Fig. 1 Request code

1 - 22 position Request Code.

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5. Take care to make sure the activation code is copied exactly as given, the activation code is case sensitive. Press OK on the screen (Fig. 1)

CAUTION: If the ignition is turned off and this procedure is started over again, the request code will be different. This is not a problem, the activation code that was given to you will still work.

6. Enter the 16 position code in the box, do not use dashes (Fig. 2).

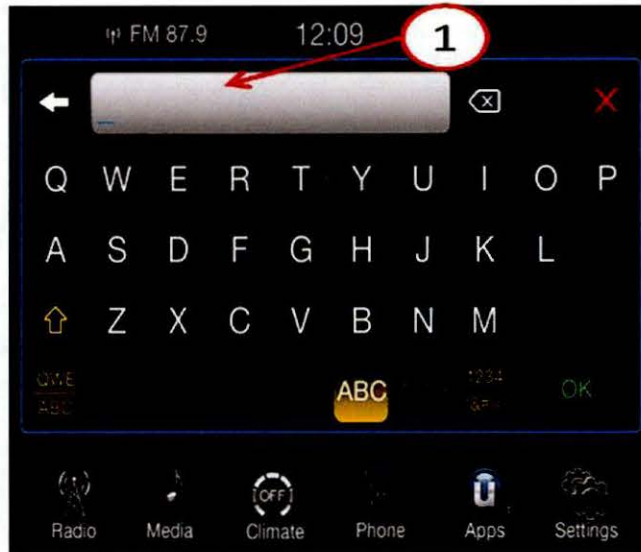


Fig. 2 Entering the RA3 code to activate navigation system

1 - Enter the Activation code in this space.

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7. Press the green OK soft key in the lower right corner of the screen to activate the navigation feature.

NOTE: It may take about 10 minutes of unobstructed satellite signals for the navigation system to be fully functional.

8. If the access code was not properly copied or entered into the radio you will see this screen, (Fig. 3). If needed, start the procedure over again to enter the proper activation code.



Fig. 3 Incorrect activation code was entered

NOTE: An internal studio sales or service process needs to be developed to ensure that all navigations are activated in order to deliver the PREMIER PACKAGE'S.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-60-02-N9	RA3 Navigation Activation, (0 - Introduction)	0.0 Hrs.

NOTE: Submitting a warranty claim will document that the NAV has been activated.

FAILURE CODE:

ZZ	Service Action
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