

**NUMBER:** 08-070-13 REV. A

**GROUP:** Electrical

**DATE:** September 25, 2013

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-070-13, DATED SEPTEMBER 10, 2013 WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDES UPDATING PARTS ORDERING INFORMATION.**

**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 RHW Or RHP Radio Navigation Map Enhancements

**OVERVIEW:**

This bulletin involves updating the RHR,RHP or RHW 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) or Media Center 730N CD/DVD/HDD/MP3/Nav Radio (sales code RHW) or AM/FM/DVD/MP3/Nav Radio (sales code RHP).**

**SYMPTOM/CONDITION:**

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

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

**DIAGNOSIS:**

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

**PARTS REQUIRED:**

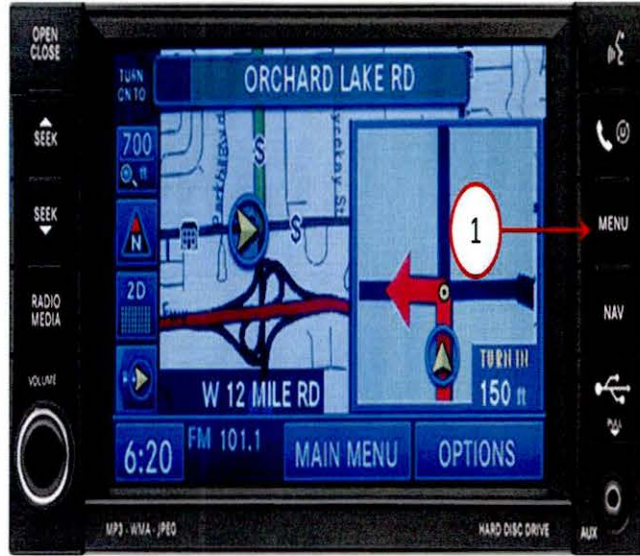
Qty.	Part No.	Description
1	68210915AA	Navigation Map update (RHR radios, version 4.3.1)
1	68210916AA	Navigation Map update (RHW radio version 4.3.1)
1	68210917AA	Navigation Map update (RHP radio version 4.3.1)

**NOTE: \*\* Order the update disc through Mopar. Only one update disc is required for each radio. Each disc may be used to service multiple vehicles. Warranty will only cover one of each update disc per dealer\*\*.**

**REPAIR PROCEDURE:**

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

1. Start the vehicle.
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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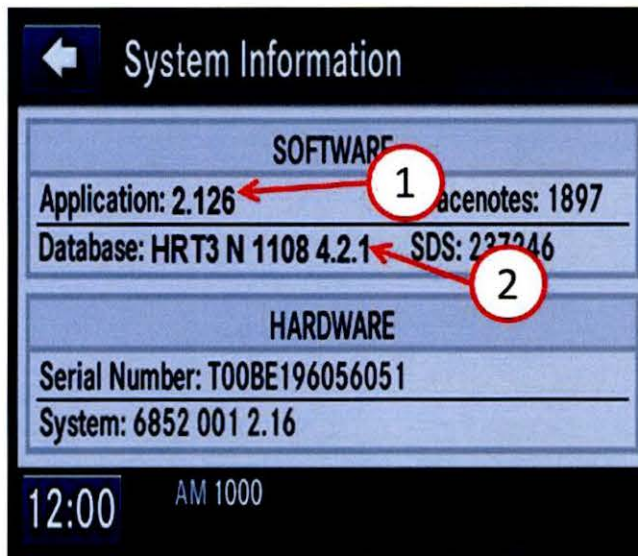
5. Press System Information (Fig. 3).



**Fig. 3 Radio Face Plate**

1 - System Information

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- 6. Is the application software level at 2.184? (Fig. 4).
    - a. No >>> Perform service bulletin 08-066-13 first, before proceeding with this bulletin.
    - b. Yes >>> proceed to [Step #7](#).



**Fig. 4 Software Versions**

1 - Application Version

2 - Database Software Version

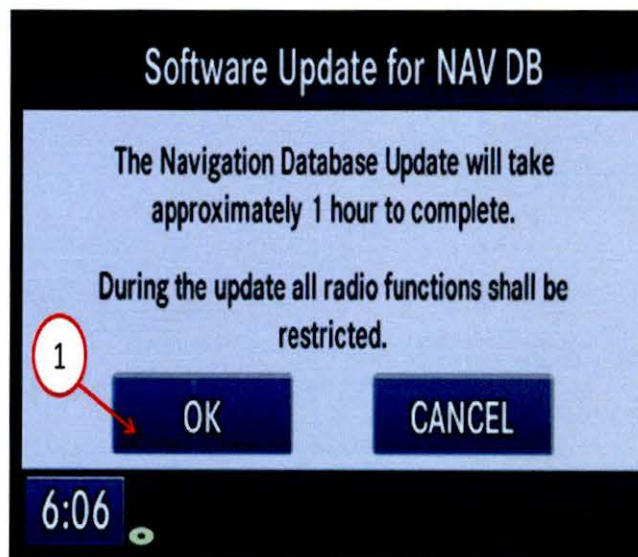
7. Is the database software level at 4.3.1 or higher? (Fig. 4).
  - a. Yes >>> This service bulletin doesn't pertain, normal diagnostic should be performed.
  - b. No >>> Proceed to [Step #8](#).
8. An activation key is required and must be obtained by going to <http://www.navteq.com/freshmaps/chryslerdealers>. You must have the vehicle VIN before you can obtain a functional activation key.

**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 (RHR radios only) 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.**

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

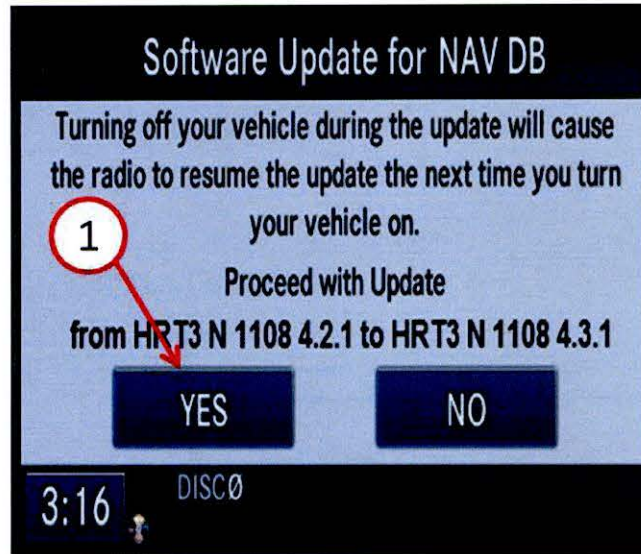
9. Insert the navigation map update disc into the radio by pressing OPEN/CLOSE and inserting the update disc.
10. The radio will read the contents of disc and will prompt the user to select "OK" or "CANCEL" as shown in the screen below. It may take approximately 2 minutes for this prompt to display (Fig.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

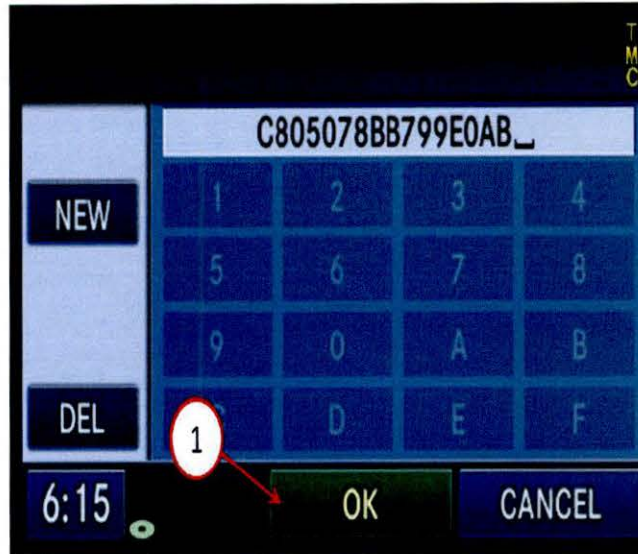


**Fig. 7 Radio Face Plate**

1 - Activation Key

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

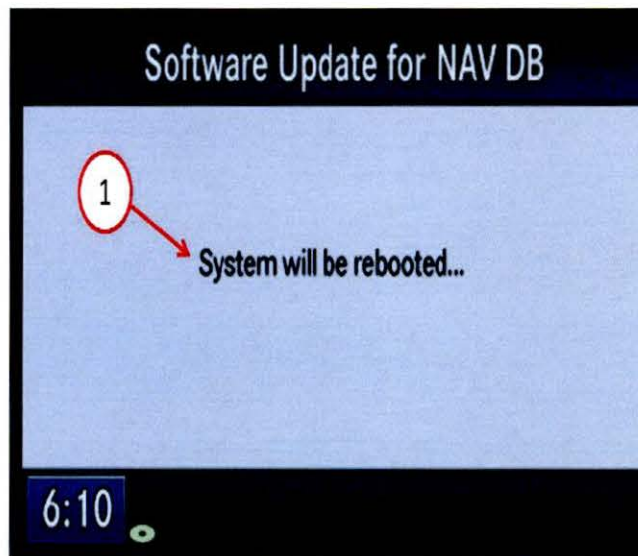


**Fig. 8 Radio Face Plate**

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).



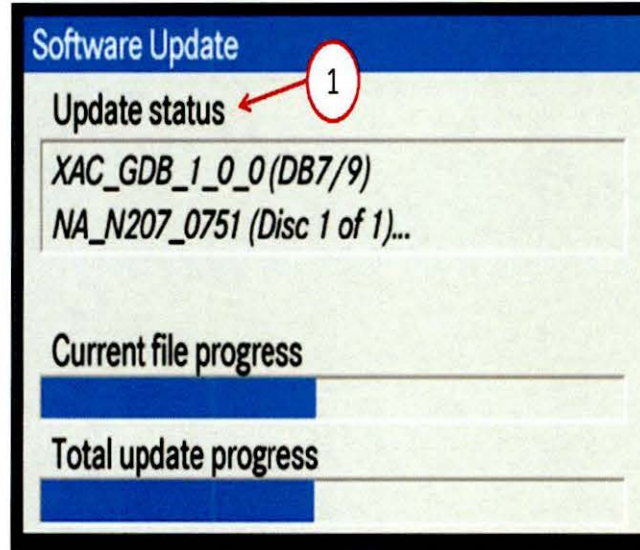
**Fig. 9 Radio Face Plate**

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)



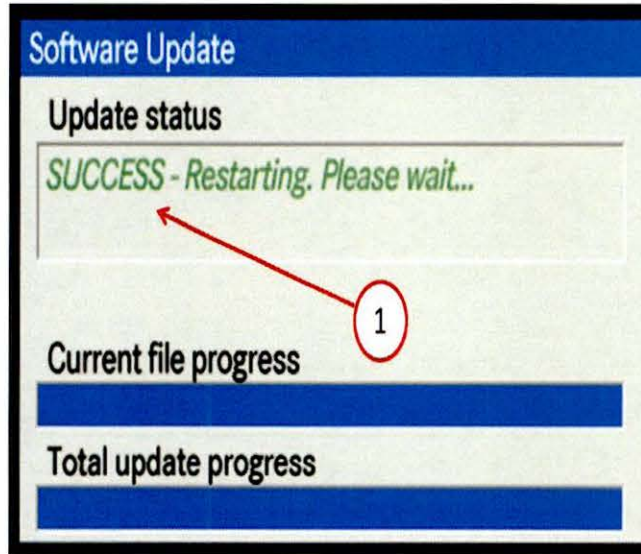
*Fig. 10 Radio Face Plate*

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>Skill Category</b>	<b>Amount</b>
18-60-02-9W	Radio - Check Software Level	6 - Electrical and body systems	0.2 Hrs.
18-60-02-9X	Radio - Check Software Level and Perform Software Upgrade	6 - Electrical and body systems	0.2 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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