



**NUMBER:** 08-024-14

**GROUP:** Electrical

**DATE:** May 09, 2014

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-066-13, DATED August 21, 2013, 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) 14-022. 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.**

***SUBJECT:***

RHW RHP Radio Software Enhancements

***OVERVIEW:***

This bulletin involves upgrading the software on the RHW or RHP Radio.

***MODELS:***

2011-2014	(JK)	Wrangler
2012-2014	(JS)	200/Avenger
2011-2012	(KK)	Liberty
2011-2014	(RT)	Town Country/Caravan
2011-2014	(MK)	Compass/Patriot
2011-2012	(PM)	Caliber
2011-2013	(WK)	Grand Cherokee
2011-2014	(LC)	Challenger
2011-2013	(WD)	Durango
2011	(KA)	Nitro

**NOTE: This bulletin applies to vehicles equipped with Media Center 730N CD/DVD/MP3/HDD/NAV (sales code RHW) or AM/FM/CD/MP3/NAV Radio (sales code RHP).**

**SYMPTOM/CONDITION:**

The customer may experience one or more of the following conditions.

- Navigation voice prompt is now announced near maneuvers such as exit ramps.
- Radio freeze when playing large number of .M4A or .WMA files, and recovers with ignition cycle.
- Battery signal strength display is not displayed into the radio screen (with iPhone 5).
- Traffic Announcement and Voice Recognition share the same volume control.
- Traffic Announcement volume drops after phone calls.
- Mismatch in the "Distance to next turn" between the radio and EVIC displays.
- German translations are incorrect.
- Radio reset when copying certain .MP3 files from USB flash drive to the radio.
- Radio stations info is not correct into the right side of the radio display (radio menu).
- Radio mute issue in tuner mode.
- Preset loss during/after AF Switching.
- Erratic alternate frequency switching.
- Bluetooth phone muting during European traffic announcement.
- Enhancements to the loss of preset condition.
- Lost channel presets, home addresses, address book entries & Travel Link favorites.
- Not able to change default country and state then route.
- Unable to load .jpeg files onto hard drive to display on touch screen.
- Vehicle with Start/Stop feature, the screen will go black when the engine turns off at a stop. (International only).
- Cancel key inoperative after pressing the international button.
- iPhone 4 dial not possible after second call.
- Devices button disabled in VES menu.
- Unable to route to a recent route after a map update.
- Duplicate phone numbers in popup after pressing the international button.
- During active call and on hold, DIAL button should be displayed (not "TONE" button).
- International button not visible.
- Point of Interest (POI) Search enhancements.
- Devices button wrongly labeled as DVD using the remote DVD player.
- iPod, track selection enhancements.

**DIAGNOSIS:**

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure.

**PARTS REQUIRED:**

Qty.	Part No.	Description
AR (1)	**68243430AA**	Update Disc (version 2.140) <b>Non J-Nav radios (RHW, RHP)</b>
AR (1)	**68243429AA**	Update Disc (version 2.337) <b>J-Nav radios ( RHP Only)</b>

**NOTE: Only one update disc is required and this disc may be used to service multiple vehicles.**

**NOTE: \*\*Use information below to determine if the vehicle is equipped with a Non J-Nav or J-Nav RHP radio. RHW radios will only be Non J-Nav\*\*.**

**REPAIR PROCEDURE:**

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

1. Is the vehicle equipped with an RHP radio?
  - a. Yes>>> Proceed to [Step #2](#) .
  - b. No>>> Proceed to [Step #5](#).
2. Determine If the RHP is a J-Nav or Non J-Nav radio.Using a Scan Tool (wiTECH) under the vehicle scan report, compare the radios part number to the list below. If the radios part number matches one on the list below, it will be a J-Nav radio.

**NOTE: \*\*Use information below to determine if the vehicle is equipped with a Non J-Nav or J-Nav RHP radio\*\*.**

Year	Part No.	Description
**2011	05064824AF 05064825AF	<b>J-Nav radios (RHP Only)**</b>
**2012	68089004AF 68093005AF	<b>J-Nav radios (RHP Only)**</b>
**2013-2014	05091655AE 05091658AE 68216169AA 05091669AC 68228334AA 05091494AC 05091495AD 68228336AA 05091498AC 68216169AA 05091669AC 05091670AC 05091658AE 05091673AC 05091668AC 05091665AC 05091664AC 68193269AC 68193272AC 68193269AC 68193273AC	<b>J-Nav radios (RHP Only)**</b>
**2013-2014	68224878AA 68224881AA 68224884AA 68224886AA 68224887AA 68224885AA 68224883AA 68224882AA 68224888AA	<b>J-Nav radios (RHP Only)**</b> These radios will already have the updated software in them. This bulletin does NOT pertain. Normal diagnostic needs to be performed**.

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3. \*\*Which radio is the vehicle equipped with?
  - a. RHP J-Nav >>> Proceed to [Step #4](#).
  - b. RHW or RHP Non J-Nav >>> Proceed to [Step #5](#).\*\*
4. Check the RHP J-Nav radio software version.
  - a. Press “Menu” button on the radio.
  - b. Press “System Setup” touch screen soft key.
  - c. Press “System Information” touch screen soft key.
  - d. The software level is the number reported after the word “Application”.
  - e. Is the radio software version lower than 2.337 ?
  - f. NO>>> This service bulletin does not apply. Further diagnosis may be required.
  - g. YES>>> Proceed to [Step #6](#).
5. Check the RHW or RHP Non J-Nav radio software version.
  - a. Press “Menu” button on the radio.
  - b. Press “System Setup” touch screen soft key.
  - c. Press “System Information” touch screen soft key.
  - d. The software level is the number reported after the word “Application”.
  - e. Is the radio software version at 1.xxx or 2.110, 2.111, 2.116 , 2.117, 2.120, 2.126, 2.137 or 2.184?
  - f. NO>>> This service bulletin does not apply. Further diagnosis may be required.
  - g. YES>>> Proceed to [Step #6](#).

**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.**

6. Turn the ignition to ON with the engine not running.
7. Turn on the radio.
8. Remove any customer USB sticks from the radio face plate.
9. Press the OPEN/CLOSE hard key on the face of the radio and insert the software update disc.

**NOTE: When updating RHW or RHP Non J-Nav the updated Software will be the 2.140 version.**

10. The radio will then display a prompt that reads “Update from 2.XXX to 2.XXX”. Press YES to start the update.

**NOTE: Do not cycle the ignition or adjust the radio (volume, channels, est.) during the update process.**

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

**NOTE: The update may take up to 25 minutes, no other actions are needed until the update is completed.**

11. The radio will reboot and restart on it own when the update is complete. When it restarts it will reread the software update disc again.

- 12. When the prompt, "Update from 2.xxx to 2.xxx" appears, pay close attention to the version numbers. **Are both software version number the same?**
  - a. Yes>>> Proceed to [Step #13](#) .
  - b. No>>> Perform the update again, proceed to [Step #6](#).

**NOTE: If the radio will not successfully update after repeat attempts, you may have a damaged disc. Get a new disc and update the radio again.**

- 13. Press the OPEN/CLOSE hard key on the face plate to remove the disc.
- 14. Press the OPEN/CLOSE button again to close the screen.
- 15. Update complete.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-60-02-AQ	Check Software Level. (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-AR	Check and Update Software. (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 25 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.**

**FAILURE CODE:**

ZZ	Service Action
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