



NUMBER: 08-004-14

GROUP: Electrical

DATE: January 14, 2014

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SUBJECT:

RET REL Radio Display Frozen

OVERVIEW:

This bulletin involves replacing the radio.

MODELS:

2011-2013	(JK)	Wrangler (International only)
2011-2013	(MK)	Compass/Patriot (International only)
2011-2013	(LC)	Challenger (International only)
2011-2013	(RT)	Grand Voyager (International only)

NOTE: This bulletin applies to vehicles equipped with Media Center 135 CD/MP3 Radio (sales code REL) Media Center 235 6CD/ DVD/MP3 Radio (sales code RET).

SYMPTOM/CONDITION:

A customer may experience, no response from or inoperative radio display.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no DTC's 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)	05064952AI	Radio RET
1 (AR)	05064953AI	Radio RET
1 (AR)	05064954AI	Radio REL
1 (AR)	05064955AI	Radio REL

NOTE: All radios should be ordered from the exchange center.

REPAIR PROCEDURE:

1. Replace the radio following the procedure in TechCONNECT > 08 - Electrical/8A - Audio/Video/Entertainment/Connectivity/RADIO/Removal/installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-60-02-9H	Radio - Replace 2011-2013 LC/JK/MK (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs.
08-60-02-9H	Radio - Replace 2011-2013 RT (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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