



NUMBER: 08-062-14

GROUP: Electrical

DATE: July 31, 2014

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-058. 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:

Replace Radio No AM Or FM Reception

OVERVIEW:

This bulletin involves replacing the RJ* radio with a RA* sales code radio.

MODELS:

- 2014 (WK) Jeep Grand Cherokee (Barbados & Island Country Code Only)
- 2014 (WD) Durango (Barbados & Island Country Code Only)
- 2014 (KL) Cherokee (Barbados & Island Country Code Only)
- 2014 (DS) Ram 1500 Pick Up (Barbados & Island Country Code Only)
- 2014 (DJ) Ram 2500 Pick Up (Barbados & Island Country Code Only)
- 2014 (D2) Ram 3500 Pick Up (Barbados & Island Country Code Only)

NOTE: This bulletin applies to vehicles with Barbados & Island Country (sales code 8AT) and Uconnect 5.0 AM/FM/BT sales code (RJ2) or Uconnect 8.4 AM/FM/BT sales code (RJ3) or Uconnect 8.4 AM/FM/BT/NAV sales code (RJ4).

SYMPTOM/CONDITION:

No FM or AM reception.

DIAGNOSIS:

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

PARTS REQUIRED:

| Qty. | Part No. | Description |
|------|------------|---|
| (1) | 68224534A* | (RA3) Uconnect 8.4 AM/FM/BT (WK, D-truck) |

| Qty. | Part No. | Description |
|------|------------|---|
| (1) | 68224535A* | (RA4) Uconnect 8.4 AM/FM/BT/NAV (WK, D-truck) |
| (1) | 68224560A* | (RA2) Uconnect 5.0 AM/FM/BT (WK) |
| (1) | 68211962A* | (RA3) Uconnect 8.4 AM/FM/BT (KL) |

REPAIR PROCEDURE:

1. Replace Radio following the detailed service procedures in DealerCONNECT/TechCONNECT, refer to 08 - Electrical - 8A - Audio/Video/Entertainment/Connectivity > Radio > Removal/Installation

NOTE: The sales codes have been changed from RJ* to RA* to support the new radio.

NOTE: A reconfiguration is not needed. You must preform two key cycles after the radio replacement.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|---------------------|---|---------------------------------|----------|
| 08-60-02-D9 | Radio/Telematics Gateway Module (TGM/TGW) - Replace (2 - Skilled) | 6 - ELECTRICAL AND BODY SYSTEMS | 0.3 Hrs. |

FAILURE CODE:

| | |
|----|----------------|
| ZZ | Service Action |
|----|----------------|

FAILURE CODE:

| | |
|----|--------------|
| FM | Flash Module |
|----|--------------|