



NUMBER: 08-106-14

GROUP: Electrical

DATE: December 05, 2014

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-100. 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:

RES RBZ RHB RHR Poor Audio Quality

OVERVIEW:

This bulletin involves replacing the radio, if required.

MODELS:

2015 (JK) Jeep Wrangler

NOTE: This bulletin applies to vehicles built on or before July 13, 2014, (MDH 0713XX) equipped with one of the following radios:

- Uconnect 130 AM/FM/CD/MP3 (sales code RES).
- Uconnect 430 CD/DVD/MP3/HDD (sales code RBZ).
- Uconnect 430N CD/DVD/MP3/HDD/NAV (sales code RHB).
- Uconnect 730N CD/DVD/MP3/HDD/NAV (sales code RHR).

SYMPTOM/CONDITION:

A customer may experience, poor audio quality and vehicles with RHB radios may have poor navigation language.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no DTCs are set. If DTCs are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

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

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68252824AA	Radio - RES With RSC
1 (AR)	68252823AA	Radio - RES Without RSC
1 (AR)	68252825AA	Radio - RES With RSC and RSP
1 (AR)	68245854AA	Radio - RBZ
1 (AR)	68245855AB	Radio - RBZ With RSC
1 (AR)	68245849AA	Radio - RHB
1 (AR)	68224874AA	Radio - RHR

NOTE: This RRT will not use the exchange order process, the NEW radios are to be ordered using the normal Mopar parts order process.

NOTE: The radio that are removed from the vehicle does NOT have to be returned.

REPAIR PROCEDURE:

1. Create a vehicle scan report using the Scan Tool (wiTECH). Check the scan report if the vehicle has one of the following radio part numbers.
 - RES - 05091164AC
 - RES - 05091196AC
 - RES - 05091198AC
 - RBZ - 05091308AE
 - RBZ - 05091309AE
 - RHB - 05091338AF
 - RHR - 05091653AE
2. Does the vehicle have one of the part numbers listed above?
 - a. Yes >>> Proceed to Step #3.
 - b. No >>> This bulletin does not pertain, normal diagnostics needs to be performed. If the vehicle has an open RRT use the inspect LOP (08-60-02-E1) to close the active RRT.
3. 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.

NOTE: Claims for this RRT will require RA authorization for the Message Codes PE1 and LH1. Please submit the claim with RA for processing.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-60-02-E1	Radio - Inspect Only (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
08-60-02-E2	Radio - Inspect and Replace (RES Radio) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.4 Hrs.
08-60-02-E3	Radio - Inspect and Replace (RHR, RBZ or RHB Radio) (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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