



NUMBER: 08-082-15

GROUP: Electrical

DATE: September 02, 2015

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-090. ALL APPLICABLE 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:

Missing Navigation Feature

OVERVIEW:

This bulletin involves activating the navigation feature on an RA3 radio.

NOTE: The customers or the dealers will not be charged for activating the navigation feature.

MODELS:

2015 (UF) Chrysler 200

NOTE: This bulletin applies to vehicles within the following markets/countries: US only.

NOTE: This bulletin applies to vehicles built on or after April 01, 2015 (MDH 0401XX) and on or before May 12, 2015 (MDH 0512XX) equipped with UCONNECT 8.4A AM/FM/BT/ACCESS (sales code RA3) and Navigation and Sound Group 1 (sales codes AS4).

SYMPTOM/CONDITION:

The Monroney label shows that these vehicles came with a RA3 radio and Navigation and Sound Group 1, which includes an active navigation system. RA3 radios do not come from the factory with the navigation feature enabled, this feature has to be enabled by the dealer. Vehicles with a RA3 radio should not have been equipped with the option package, Navigation and Sound Group 1 (Sales code AS4).

DIAGNOSIS:

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

REPAIR PROCEDURE:

Activating the Navigation system.

1. Turn the ignition on.
2. Put the radio into dealer mode. At the same time press and hold the 3 hard keys under the audio screen, Driver side Temp up, Temp down and Front defrost button. When the dealer mode has been accessed, this screen will appear, see (Fig. 1).



Fig. 1 Screen showing the Radio is in dealer mode

- 1 - Dealer Mode
- 2 - Select this to get request code

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3. After selecting “VP3 Activate Navigation”, a screen with a 22 position request code will appear, see (Fig. 2).



Fig. 2 Request code

1 - 22 position Request Code.

LIST OF DEALER PERSONNEL THAT CAN CALL IN FOR ACTIVATION CODE

Dealer Principal	General Manager	Assistant Parts Manager
Service Technician	Assistant Service Manager	Vice President
President	Owner / Partner	General Sales Manager
Sales Manager	Assistant Sales Manager	Parts Manager
Truck Sales Manager	Shop Foreman	Service Manager
Service Director		
Parts Director (U.S. only)	Service/Parts Director (U.S. only)	Parts/Service Director (U.S. only)

4. Copy the request code on the Repair Order and call 866-962-8837.

NOTE: The person that calls in will need the dealer code, VIN, their SID number and request code. They will ask for your e-mail address, so they can send you a confirmation of the activation code. The call center is opened Monday - Friday, 9:00 am to 8:00 pm Eastern Standard time.

5. Take care to make sure the activation code is copied exactly as given because the activation code is case sensitive. Take the 16 position activation code back to the vehicle and press OK on the screen, see (Fig. 3).

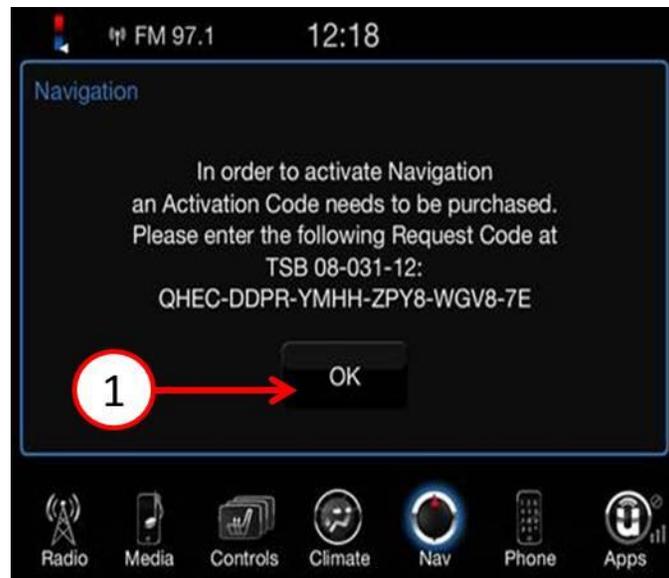


Fig. 3 To continue press OK

1 - Press "OK" to move to the next screen.

CAUTION: If the ignition is turned off and this procedure is started over again, the request code will be different. This is not a problem, the activation code that was given to you will still work.

6. Enter the 16 position code in the box, do not use dashes. (Fig. 4).



Fig. 4 Entering the VP3 code to activate navigation system

1 - Enter the Activation code in this space.

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7. Press the green OK soft key in the lower right corner of the screen to activate the navigation feature.

NOTE: It may take about 10 minutes of unobstructed satellite signals for the navigation system to be fully functional.

8. If the access code was not properly copied or entered into the radio you will see this screen, (Fig. 5). If needed, start the procedure over again to enter the proper activation code.

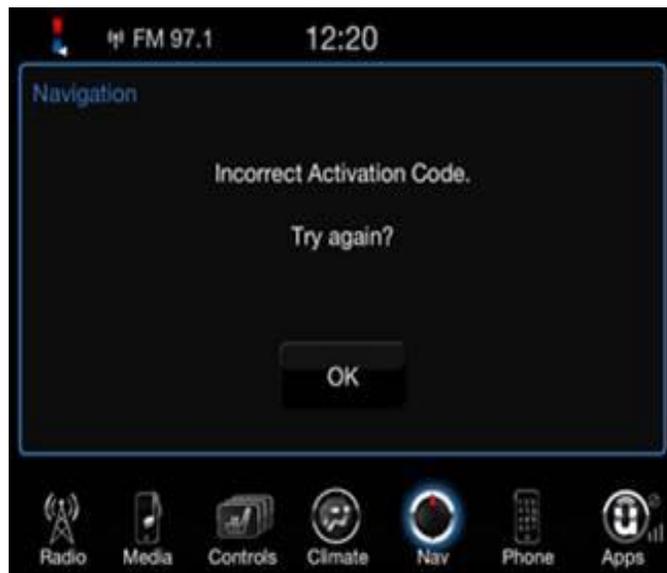


Fig. 5 Incorrect activation code was entered

- 9. Confirm that the Navigation system has been activated, look for the “NAV” soft key at the bottom of the screen.

NOTE: It may take two key cycles to ensure navigation is activated.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
08-60-02-E6	Navigation Map, Activation. Handling Fee	\$15.00

NOTE: Handling fee is only applicable during the active RRT coverage and paid in US dollars.

FAILURE CODE:

ZZ	Service Action
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PARTS TRACKING NUMBER:

Qty.	Part No.	Description
(NA)	NAVIRA3SG2	Tracking Number For RA3 Activation

CAUTION: Please do not try to order this part number, it will “NOT” be found in the parts system.

NOTE: To accurately track Navigation radio upgrade, the part tracking number must be correctly reported on the RO when a RA3 radio navigation map activation is processed.