



NUMBER: 08-048-17

GROUP: 08 - Electrical

DATE: June 13, 2017

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-044. 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:

Navigation Inoperative

OVERVIEW:

This bulletin involves checking if the radio's navigation feature is working and replacing the radio if needed.

MODELS:

2017 (RU) Chrysler Pacifica (PHEV)

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

NOTE: This bulletin applies to Plug-in Hybrid Electric Vehicles (PHEV) built on or after February 02, 2017 (MDH 0202XX) and on or before April 11, 2017 (MDH 0411XX) equipped with UCONNECT 3C NAV With 8.4" Display (Sales Code RA4).

SYMPTOM/CONDITION:

A customer may notice the radio's navigation feature is inoperative.

DIAGNOSIS:

1. Turn on the radio and start the navigation feature. Is the navigation locked in the boot page?
 - a. Yes>>> Proceed to the repair procedure [Step 1](#).
 - b. No >>> The bulletin has been completed. Use inspection LOP (08-60-02-9J) to close the active RRT.

Use a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available to verify if Diagnostic Trouble Codes (DTCs) are set. If DTCs or symptom/conditions, other than the one listed above are present, record the issues 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. For all other customers that describe the symptom/condition listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68323691AH	Radio, Multi Media (Sales Code RA4)

NOTE: For unsold vehicles, order a new radio through the normal part ordering process. For sold vehicles the radio must be ordered through Electronics Repair and Exchange System (ERES).

REPAIR PROCEDURE:

1. Replace the radio. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 08 - 08 - Electrical/8E - Electronic Control Modules/Module, Radio Receiver/Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-60-02-9J	Radio, Navigation - Inspection (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
08-60-02-9K	Module, Radio Receiver - Inspect Navigation Operation and Replace (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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