



Revised November 2019

Dealer Service Instructions for:

## Customer Satisfaction Notification VB3 Navigation Flash

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**NOTE:** Added new information to Subject and Repair section.

### Remedy Available

<b>2013 – 2017</b>	<b>(DS) RAM 1500 Pickup</b>
<b>2013 – 2017</b>	<b>(DJ) RAM 2500 Pickup</b>
<b>2013 – 2017</b>	<b>(D2) RAM 3500 Pickup</b>
<b>2017</b>	<b>(DF) RAM 3500 Pickup</b>
<b>2013 – 2017</b>	<b>(DD) RAM 3500 Cab Chassis</b>
<b>2013 – 2017</b>	<b>(DP) RAM 4500/5500 Cab Chassis</b>
<b>2014 – 2018</b>	<b>(KL) Jeep Cherokee Latitude and Limited</b>
<b>2015 – 2016</b>	<b>(LA) Dodge Challenger</b>
<b>2015 – 2016</b>	<b>(LD) Dodge Charger</b>
<b>2015 – 2016</b>	<b>(LX) Chrysler 300</b>
<b>2017</b>	<b>(RU) Chrysler Pacifica</b>
<b>2015 – 2017</b>	<b>(UF) Chrysler 200</b>
<b>2014 – 2017</b>	<b>(WD) Dodge Durango</b>
<b>2014 – 2017</b>	<b>(WK) Jeep Grand Cherokee</b>

***NOTE:*** Some vehicles above may have been identified as not involved in this campaign and therefore have been excluded from this campaign.

**Subject**

CSN VB3 is a navigation software update. Updated software was mailed to the vehicle owner on a USB, with complete instructions on how to perform the update themselves. *All VINs in VB3 have been marked repaired.*

**Repair**

*Even though the Customer's VIN is showing Repaired in VB3, if the owner of an involved vehicle requests assistance from your dealership with CSN VB3, please reference TSB 08-111-19/RRT 19-090 for proper instructions and labor operations.*

**Additional Information**

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Service / Field Operations  
FCA US LLC

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## **IMPORTANT CUSTOMER SATISFACTION NOTIFICATION VB3**

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxxxxx).

Dear: (Name)

At FCA, we are serious about your satisfaction.

Similar to a smartphone or tablet, your vehicle requires a software update.

FCA recommends the following improvement on certain **2013 – 2017 RAM 1500 Pickup, 2013 – 2017 RAM 2500 Pickup, 2013 - 2017 RAM 3500 Pickup, 2013 – 2017 RAM 3500 Cab Chassis, 2013 – 2017 RAM 4500/5500 Cab Chassis, 2014 – 2018 Jeep Cherokee Latitude and Limited, 2015 – 2016 Dodge Challenger, 2015 – 2016 Dodge Charger, 2015 – 2016 Chrysler 300, 2017 Chrysler Pacifica and Voyager, 2015 – 2017 Chrysler 200, 2014 – 2017 Dodge Durango, 2014 – 2017 Jeep Grand Cherokee and 2013 – 2017 Dodge Viper vehicles.**

***The problem is...***      **The Global Positioning System (GPS) software currently in your vehicle requires an update in order to ensure proper function of your navigation system. Failure to complete the update may result in the GPS coordinates calculating incorrectly.**

***What FCA will do...***              **FCA has provided, in this mailing, a USB flash drive with updated GPS software.**

***What you must do to ensure the capabilities and performance of your GPS software...***      **You must perform the software update utilizing the enclosed USB flash drive, following the on-screen prompts which will guide you through the process. Please follow the enclosed instructions to begin the update.**

***If you need help...***      **If you have questions or concerns, please contact Uconnect Care at 1-877-855-8400.**

We're sorry for any inconvenience, but we are sincerely concerned about your satisfaction. Thank you for your attention to this matter.

Customer Services / Field Operations  
FCA US LLC