SERVICE BULLETIN

CHRYSLER
Jeep
DODGE

NUMBER: 08-001-11

GROUP: Electrical

DATE: January 15, 2011

SUBJECT:
RER, REW, REP Radio Software Enhancements

OVERVIEW:
This bulletin involves upgrading the software on the RER, REW, or REP Radio.

MODELS:

2010 - 2011	(DJ)	2500 Pickup
2010 - 2011	(DS)	1500 Pickup
2010 - 2011	(D2)	3500 Pickup
2010 -2011	(JK)	Wrangler
2010 - 2011	(JS)	Avenger / Sebring
2010 - 2011	(KA)	Nitro
2010 - 2011	(KK)	Liberty
2010 - 2011	(MK)	Compass / Patriot
2010 - 2011	(PM)	Caliber
2010 - 2011	(WK)	Grand Cherokee
2010	(LC)	Challenger
2010	(LE)	300
2010	(LX)	300 / Charger
2010	(ND)	Dakota
2010	(RT)	Caravan / Town & Country
2010	(XK)	Commander
2010	(XH)	Commander
2010	(WH)	Grand Cherokee

NOTE: This bulletin applies to vehicles built with an AM/FM/CD/DVD/HDD/MP3 W/ NAV Radio (sales code RER) or an MW/FM CD MP3 NAV Radio - EURO (sales code REW) or an AM/FM CD MP3 NAV Radio - ROW (sales code REP).

SYMPTOM/CONDITION:
- The radio may lock up when a U-Connect call ends, this may cause battery drain.
- Intermittent no sound from audio system.
- Repeated "acquiring signal" message when in satellite radio mode.

DIAGNOSIS:
If the customer experiences any listed Symptom/Condition(s) perform the following:

1. Check the radio software version.
   a. Press "Menu" button on the radio.
   b. Press "System Setup" touch screen soft key.
   c. Press "System Information" touch screen soft key.
   d. The software level is the number reported after the word "Application".
2. Is the radio software version 2.401, or greater?
   a. YES >>> This service bulletin does not apply. Further diagnosis may be required.
   b. NO >>>> Perform the repair procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
AR (1)	68104289AA	Update Disk (version 2.401)

NOTE: Only one update disk is required and this disk may be used to service multiple vehicles.

REPAIR PROCEDURE:

NOTE: If the software update process is interrupted/aborted, the process should be restarted.

1. Start the vehicle and turn the radio ON.
2. Install the software disk into the radio CD drive and follow the instructions on the screen.

NOTE: Do not cycle the ignition or touch the radio during the update process.

3. Once the update is completed, which may take 5 - 12 minutes, eject the disk.
4. Verify that the radio software version is at 2.401.
   a. Press "Menu" button on the radio.
   b. Press "System Setup" touch screen soft key.
   c. Press "System Information" touch screen soft key.
   d. The software level is the number reported after the word "Application".
5. Using wiTECH clear any DTC's that may have been set in other modules during software upgrade .

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
08-60-02-A8	Check Software Level (D)	0.2 Hrs.
08-60-02-A9	Check and Update Software (D)	0.3 Hrs.

FAILURE CODE:

FM	Flash Module