



NUMBER: 08-025-12

GROUP: Electrical

DATE: April 14, 2012

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of Chrysler Group LLC.

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 12-026. 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:

Flash: Hard Start, No Start, Long Crank, Drained Battery, RB2 Radio Waking Up And Causing Battery Drain

OVERVIEW:

This bulletin involves upgrading the software in the radio.

MODELS:

2011 - 2012	(MK)	Compass/Patriot	(International vehicle only)
2011 - 2012	(PM)	Caliber	(International vehicle only)
2011 - 2012	(WK)	Grand Cherokee	(International vehicle only)
2011 - 2012	(WD)	Durango	(International vehicle only)

NOTE: This bulletin applies to WD vehicles built between May 1, 2011 (MDH 0501XX) and January 10, 2012 (MDH 0110XX). WK vehicles built between May 1, 2011 (MDH 0501XX) and January 7, 2012 (MDH 0107XX) and PM/MK vehicles built between May 1, 2011 (MDH 0501XX) and January 06, 2012 (MDH 0106XX). Equipped with Media Center 431CD/DVD/HDD Radio (sales code RB2).

SYMPTOM/CONDITION:

The customer may experience a hard start, no start, long crank or drained battery condition, after the vehicle sits for a number of hours.

This could be caused by the radio waking up on the bus after the vehicle has been shut down. This will drain the battery at about a 2 amps rate.

DIAGNOSIS:

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

NOTE: If low voltage DTC's are found that was caused by low battery voltages proceed with the repair procedure.

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, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
AR (1)	68184231AA	Update Disc (version 10.00.11)

NOTE: Only one update disc is required and this disc 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. Verify the radio's current software version.
3. Press the "Menu" hard key on the face of the radio.
4. Press the "System Setup" on the touch screen, this will be a soft key.
5. Press the "System Information" soft key.
6. Is the software level under the title "Application" lower than 10.00.11?
 - a. YES >>> Continue to the next step of the repair procedure to [Step #7](#).
 - b. NO >>> If the software is at 10.00.11 or higher this bulletins does not apply additional diagnosis required.
7. Press the load button, hard key and install the updated disc.

NOTE: Do not cycle the ignition or adjust the radio (volume, channels, est.) during the update process.

8. The Radio will display "Updating from (old software number) 10.00.XX to 10.00.11" Select YES to continue.
9. Next the screen will display "Please Wait, Software update in progress".
10. The radio will reboot and then display the software update screen.

NOTE: This update may take up to 15 minutes, no other action will be needed, until the update is completed.

11. If the update was successful the screen will display "Updating from 10.00.11 to 10.00.11".
12. Is the radio updated to 10.00.11?
 - a. Yes>>>The update procedure has been completed, select "NO" to exit.

b. No>>> The process needs to be restarted. Start over at [Step #7](#).

NOTE: If the radio does not successfully update to 10.00.11 after repeated attempts you may have a damage disc. Order a new disc and start the procedure over. (Disc, 68184231AA).

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-60-02-9B	Check Software Level. (Skill Level = D; Training Level = 1)	0.2 Hrs.
18-60-02-9C	Check and Update Software. (Skill Level = D; Training Level = 1)	0.2 Hrs.

FAILURE CODE:

FM	Flash Module
----	--------------