



NUMBER: 08-026-12

GROUP: Electrical

DATE: April 18, 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.

SUBJECT:

Flash: REW Or REX Radio Software Enhancements

OVERVIEW:

This bulletin involves upgrading the software on the , REW, or REX Radio.

MODELS:

2007 - 2011	(JK)	Wrangler (international only)
2007 - 2010	(JS)	Sebring/Avenger (international only)
2007 - 2008	(JS)	Cirrus (international only)
2007 - 2011	(KA)	Nitro (international only)
2008 - 2011	(KK)	Liberty (international only)
2008 - 2010	(RT)	Town Country/Caravan (international only)
2008 - 2010	(LE)	300 (international only)
2009 - 2011	(MK)	Compass/Patriot (international only)
2009 - 2011	(PM)	Caliber (international only)
2008 - 2010	(WH)	Grand Cherokee (international only)
2011	(WK)	Grand Cherokee (international only)
2008 - 2010	(XH)	Commander (international only)
2008 - 2010	(JC)	Journey (international only)

NOTE: This bulletin applies to vehicles built with an MW/FM/CD/MP3/NAV Radio - EURO (sales code REW) or Media Center 835N 6CD/DVD/HDD/NAV (sales code REX).

SYMPTOM/CONDITION:

The audio from a Bluetooth phone mutes during a traffic announcement but does not restore when the traffic announcement has completed.

NOTE: For REW radio with a software version lower then 2.402 it may also have these symptoms.

- The radio may lock up when a U-Connect call ends, this may cause battery drain.

- Intermittent no sound from audio system.
- iPhone4 losing Bluetooth connection intermittently and not displaying accurate caller ID information when using UConnect.

DIAGNOSIS:

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

1. Check the **REW** 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".
 - e. Is the radio software version at 2.403 or greater?
 - f. YES >>> This service bulletin does not apply. Further diagnosis may be required.
 - g. NO >>> Perform the repair procedure [Step #1](#).
2. Check the **REX** radio software version.
 - a. Press the hard "Set up" button on the face of the radio.
 - b. Select "System information".
 - c. The software level is the number reported below the word "Application".
 - d. Is the radio software version at 8.315 or greater?
 - e. YES >>> This service bulletin does not apply. Further diagnosis may be required.
 - f. NO >>> Perform the repair procedure [Step #1](#).

PARTS REQUIRED:

Qty.	Part No.	Description
AR (1)	68171169AA	Update Disc (version 2.403) REW
AR (1)	68171168AA	Update Disc (version 8.315) REX

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. Install the software disc into the radio CD drive and follow the instructions on the screen to start the update procedure.

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

NOTE: The update may take up to 15 minutes, no other actions are needed until the update is completed.

3. Is the update being performed on an REW Radio?
 - a. YES >>> Proceed to [Step #4](#).
 - b. NO >>> Proceed to [Step #5](#).
4. Verify that the radio software version is at 2.403 or greater.

- 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".
 - e. Has the radio been successfully updated to 2.403.
 - f. Yes >>> The update procedure has been completed, remove the disc.
 - g. No >>> The process needs to be restarted. Start over at [Step #1](#).
5. Is the update being performed on an REX Radio?
- a. YES >> Proceed to [Step #6](#).
 - b. NO >> This bulletin does not apply.
6. Verify that the radio software version is at 8.315 or greater.
- a. Press the hard "Set up" button on the face of the radio.
 - b. Select "System information".
 - c. The software level is the number reported below the word "Application".
 - d. Has the radio been successfully updated to 8.315.
 - e. Yes >>> The update procedure has been completed, remove the disc.
 - f. No >>> The process needs to be restarted. Start over at [Step #1](#).

NOTE: If the radio will not successfully update after repeat attempts, you may have a damaged disc. Order a new disc and start the procedure over.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
08-60-02-B7	Check Software Level. (Skill Level = D; Training Level = 1)	0.2 Hrs.
08-60-02-B8	Check and Update Software. (Skill Level = D; Training Level = 1)	0.2 Hrs.

FAILURE CODE:

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