



NUMBER: 08-034-17

GROUP: Electrical

DATE: April 26, 2017

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-034. 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:

2016 (WK) Jeep Grand Cherokee

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

NOTE: This bulletin applies to vehicles built on or after July 17, 2016 (MDH 0717XX) and on or before July 19, 2016 (MDH 0719XX) equipped with Uconnect 8.4 (Sales Code RG4).

SYMPTOM/CONDITION:

A customer may notice the radio's navigation feature doesn't work.

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-F1) 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)	Z8302340AC	Uconnect 8.4 (Sales Code RG4) Sold Vehicle
1 (AR)	68302340AC	Uconnect 8.4 (Sales Code RG4) Unsold Vehicle

NOTE: Radios should be ordered for all sold vehicles through the exchange program.

REPAIR PROCEDURE:

1. Replace the radio. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 08 - Electrical/8A - Audio/Video/Entertainment/Connectivity/Radio/Removal and Installation.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-60-02-F1	Radio, Navigation - Inspection (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
08-60-02-F2	Radio, Navigation - Inspection and Replace (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.4 Hrs.

FAILURE CODE:

ZZ	Service Action
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