THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-045. 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.

THE wiTECH SOFTWARE LEVEL MUST BE AT 15.04 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:
Media Hub Inoperative

OVERVIEW:
This bulletin involves performing a Restore Vehicle Reconfiguration.

MODELS:

2015	(WK)	Jeep Grand Cherokee

NOTE: This bulletin applies to vehicles built on or after February 22, 2015 (MDH 0222XX) and on or before April 05, 2015 (MDH 0405XX).

SYMPTOM/CONDITION:
The customer may notice that the USB port, SD or AUX port (Media hub) is inoperative.

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify if any Diagnostic Trouble Codes (DTCs) are set. If DTCs are present, record them 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.

REPAIR PROCEDURE:
1. Using wiTECH, perform a Restore Vehicle Reconfiguration, this routine is available under the 'Diagnostic Procedures' tab found on the home, 'Vehicle View', page of wiTECH.

    a. After the vehicle reconfiguration is completed, turn the vehicle to the off position.
    b. Disconnect the scan tool.
    c. Open the door; then close the door and wait 45 seconds. Let all modules go to sleep.
    d. Turn the ignition on, then turn off the vehicle.
    e. Open the door; then close the door and wait 45 seconds.
2. Using wiTECH clear any DTCs which may have been set during the reconfiguration.
3. Connect media device to the USB port and verify music will play. Does the music play?
    a. Yes >>> The bulletin has been completed.
    b. No >>> The bulletin has been completed. Normal diagnostics needs to be performed.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-19-02-AK	Vehicle, Reconfiguration - Perform and/or Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:
The dealer must choose which failure code to use. If the customer came in with an issue and the dealer found updated software to correct that issue, use failure code CC, for all other use failure code RF.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, than failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash