**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-066-13, DATED AUGUST 21, 2013, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH \*\*ASTERISKS\*\* AND INCLUDES REMOVING RHP AND RHW RADIOS FROM THIS DOCUMENT.**

**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 12-067. 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:
RHR Radio Software Enhancements

### OVERVIEW:
This bulletin involves upgrading the software on the RHR radio.

### MODELS:

| | | |
|---|---|---|
| 2011-2013 | (JK) | Wrangler |
| 2011-2013 | (JS) | 200/Avenger |
| 2011-2012 | (KK) | Liberty |
| 2011-2013 | (RT) | Town Country/Caravan |
| 2011-2012 | (DJ) | Ram 2500 Pickup |
| 2011-2012 | (MK) | Compass/Patriot |
| 2011-2012 | (PM) | Caliber |
| 2011-2013 | (WK) | Grand Cherokee |
| 2011-2012 | (DS) | Ram 1500 Pickup |
| 2011-2012 | (D2) | Ram 3500 Pickup |
| 2011-2013 | (LC) | Challenger |
| 2011-2013 | (WD) | Durango |
| 2011 | (KA) | Nitro |

**NOTE: \*\*This bulletin applies to vehicles equipped with AM/FM/CD/DVD/MP3/HDD/NAV Radio (sales code RHR)\*\*.**

*SYMPTOM/CONDITION:*

The customer may experience one or more of the following conditions.

- Enhancements to the loss of preset condition.
- Lost channel presets, home addresses, address book entries & Travel Link favorites.
- Not able to change default country and state then route.
- Unable to load .jpeg files onto hard drive to display on touch screen.
- Incomplete Travel Link temperature displayed when the temperature is over 100F. Example, if the temperature is 107F the screen will display 07. (Domestic U.S. only).
- iPhone4 dial not possible after second call.
- Missing Travel Link buttons from SAT menu (Domestic U.S. only).
- Devices button disabled in VES menu.
- Unable to route to a recent route after a map update.
- Remove Travel Link disclaimer popup (Domestic U.S. only).
- During active call and on hold, DIAL button should be displayed (not "TONE" button).
- International button not visible.
- Point of interest (POI) Search enhancements.
- When video in remote DVD player is stopped devices button wrongly labeled as DVD.
- Access Travel Link immediately after radio no update when staying on TL screen.
- iPod, track selection enhancements.

*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.

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) | 68232492AA | Update Disc (version 2.184) |

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

**REPAIR PROCEDURE:**

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".
   e. Is the radio software version at 2.184 or higher?
   f. \*\*Yes >>> The radios has the latest software already in it. If performing the RRT, use LOP 18-60-02-T9 to mark the RRT as completed. Further diagnosis may be required if the customer condition is still present\*\*.

g. No >>> Proceed to Step #2**.

**NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.**

2. Turn the ignition to ON with the engine not running.
3. Turn on the radio.
4. Remove any USB sticks from the radio face plate.
5. Press the OPEN/CLOSE hard key on the face of the radio and insert the software update disc.
6. The radio will then display a prompt that reads "Update from 2.XXX to 2.184". Press YES to start the update.

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

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

**NOTE: The update may take up to 25 minutes, no other actions are needed until the update is completed.**

7. The radio will reboot and restart on its own and then update will automatically start on its own.
8. The radio will reboot and restart on it own when the update is complete. When it restarts it will reread the software update disc again.
9. When the prompt, "Update from 2.184 to 2.184" appears, pay close attention to the version numbers. Are both software version number the same?
   a. Yes>>> Proceed to Step #10.
   b. No>>> Perform the update again, proceed to Step #6.

**NOTE: If the radio will not successfully update after repeat attempts, you may have a damaged disc, Get a new disc and update the radio again.**

10. Press the OPEN/CLOSE hard key on the face plate to remove the disc.
11. Press the OPEN/CLOSE button again to close the screen.
12. Update complete.

*POLICY:*
Reimbursable within the provisions of the warranty.

*TIME ALLOWANCE:*

| Labor Operation No: | Description | Skill Category | Amount |
|---|---|---|---|
| 18-60-02-T9 | Check and/or Update Software (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 25 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.**

*FAILURE CODE:*

| ZZ | Service Action |
|----|----------------|