



**NUMBER:** 08-014-10

**GROUP:** Electrical

**DATE:** June 29, 2010

*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:**

Radio Locks Up

**OVERVIEW:**

REN and REZ Radio Lock Up. Flash Radio with DVD Update Disc

**MODELS:**

2010	(D1)	Ram Truck (3500 Pick Up)
2010	(DJ)	Ram Truck (2500 Pick Up)
2009 - 2010	(DS)	Ram Truck (1500)
2008 - 2009	(HB)	Durango
2008 - 2009	(HG)	Aspen
2008 - 2010	(JC)	Journey
2007 - 2010	(JK)	Wrangler
2007 - 2010	(JS)	Sebring/Avenger/Sebring Convertible
2007 - 2010	(KA)	Nitro
2008 - 2010	(KK)	Liberty
2008 - 2010	(LC)	Challenger
2008 - 2010	(LX)	300/ 300C, Charger
2009 - 2010	(MK)	Patriot
2008 - 2010	(ND)	Dakota
2008 - 2010	(PM)	Caliber
2008 - 2010	(RT)	Town & Country/Grand Caravan
2008 - 2010	(WK)	Grand Cherokee
2008 - 2010	(XK)	Commander

**NOTE:** This bulletin applies to vehicles equipped with a Hard Drive Radio (sales code REN, REZ).

**SYMPTOM/CONDITION:**

The customer may complain that the radio will not change stations or frequency intermittently. The only function that will be available is volume control.

**DIAGNOSIS:**

This condition may only happen on one radio station. If condition can not be duplicated, perform the repair as described below only if the customer has this complaint.

**PARTS REQUIRED:**

Qty.	Part No.	Description
(1)	68069569AA	Update Disc

**NOTE: 1 Disc will flash all radios requiring the update.**

**REPAIR PROCEDURE:**

1. Insert the key and turn the ignition to the ON position. TURN THE RADIO ON.
2. Insert the update disc into the radio.
3. The radio will read the contents of the disc and will prompt the user to select "Yes" or "No". This may take a few minutes.
4. If the current radio software number is the same as the update software number, no further action is required. Go to step 7.
5. If the current radio software number is lower than the update software number, select "Yes". The radio will perform the update without any further user input.

**NOTE: ONCE THE UPDATE HAS BEGUN, DO NOT TURN THE VEHICLE OFF AND DO NOT TOUCH THE RADIO!**

6. Several different screens will appear during the update process which may take about 5-12 minutes. Once the update is complete, the radio will return to the normal user screens.

**NOTE: Wait for the radio to re-read the disc**

7. The current radio software number should now match the update CD software number. If this is correct, select "No" to return the radio to the normal user screens.
8. Eject the disc, close the radio screen and remove the key from the ignition.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Amount
08-60-02-A3	Check Software Level(C)	0.2Hrs.
08-60-02-A5	Check and Update Software (C)	0.3Hrs.

**FAILURE CODE:**

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