

October 29, 2008

TO: ALL CHRYSLER, DODGE AND JEEP DEALERS

FROM: GLOBAL SERVICE

SUBJECT: RAPID RESPONSE TRANSMITTAL #08-076 REV. A DVD Software Update MYGIG Radio For Many Radio Functional Issues And Improvements

THIS IS A REVISION TO RAPID RESPONSE TRANSMITTAL #08-076 DATED SEPTEMBER 24, 2008 WHICH SHOULD BE REMOVED FROM YOUR FILES. THE REPAIR PROCEDURE HAS BEEN MODIFIED AND LOP FOR UNSOLD UNITS ADDED. ALL CHANGES ARE HIGHLIGHTED WITH **ASTERISKS.**

INVOLVED VEHICLES:

2007 – 2008 (JS) Sebring/Avenger

2007 – 2008 (KA) Nitro

2007 – 2008 (JK) Wrangler

2008 (HB) Durango

2008 (HG) Aspen

2008 (KK) Liberty

2008 (LE) 300C/300C Touring (International Markets)

2008 (LX) 300/Magnum/Charger

2008 (ND) Dakota

2008 (RT) Town & Country/Grand Caravan/Grand Voyager (U.S. and International Markets)

2008 (WH) Grand Cherokee (International Markets)

2008 (WK) Grand Cherokee

2008 (XH) Commander (International Markets)

2008 (XK) Commander

NOTE: This Service Action applies to models equipped with MYGIG Radio (sales code RER, REW or REP) Only. Non-Navigation MYGIG radios (sales codes REN and REZ) are NOT affected by this RRT.

NOTE: This Service Action affects both sold and unsold vehicles.

NOTE: The VIN List is available on DealerCONNECT for all affected dealers. The VIN List has been inserted in the Service Tab under Rapid Response Transmittals. The dealers receiving the Rapid Response Transmittal Service Action are the “Ship To” dealers and the VIN’s listed are specific to their dealership. All involved vehicles will be loaded into the VIP system.

NOTE: This should be a top priority and be completed prior to sale to avoid suspect vehicles being delivered to customers.

DISCUSSION:

A number of vehicles with a MYGIG Radio sales code RER, REP or REW require a DVD software update for many functional issues and some new or enhanced features. This DVD update will add features that the customer needs to be aware of. Print the last 2 pages of this document (customer information) and place a copy in the Owners' Manual Kit.

NOTE: Some features of the radio will be modified and/or added upon completion of the software update (enhanced traffic flow information, graphics changes, display modifications, etc.) A new edition of the owner manual and a complete phone compatibility listing is available on the following website (<http://www.chrysler.com/en/owners/mygig/>)

Owners may experience any of the following conditions:

- Radio displays "Module Failure".
- Radio is stuck in "Demo Mode".
- Disc stuck in radio.
- Unable to change language
- Left Speaker permanently muted after Adaptive Cruise Control Warning
- Guidance prompt does not remain ON/OFF in same state after key cycle
- Acceptance Screen does not time out
- iPhone cannot connect
- Preset stations do not recognize driver 1 or driver 2 recalls
- Steering wheel radio switches not functional for HFM volume
- Displays barely discernable when radio manual set to dim level 1
- CD/DVD mode locks up
- Radio allows LW to be selected (REP radio)
- Preset alternating between 1 and 12
- Presets skipped when using remote
- SDARV seek function inop
- Status bar not displayed
- Volume level of guidance prompt does not stay
- Audio mutes
- VR not available while in AUX mode
- VES plays HDD files in random order
- SDARV channel list not displayed
- Point on map feature inaccurate
- Default state icon missing
- Audio glitches while playing DVD audio disc
- Navigation displaying upcoming turn as current turn
- Display does not open until after hitting the "Open/Close" button several times
- VR button does not work while in Smart Accessory Mode
- Viewing DVD through the radio display appears distorted

- Traffic information (speed and flow) and traffic incident icons slowly disappear from screen
- Radio does not return to normal mode after disconnecting from Hands-free call.
- Using hands free feature, near and far end cannot be heard
- The radio does not go past the “Navigation is being activated....” Screen, music on the hard drive cannot be accessed, and capacity of the hard drive shows 0
- Additional phones supported for usage with HFM
- ****Jukebox or hard disc drive corruption concern****

NOTE: The Following features/functions outlined below will be added if not already incorporated in the customers radio features.

- Juke Box (JB) mode has moved and is now displayed in the “Favorites” display in the Hard Disc Drive (HDD) mode under the browse soft key.
- Addition of Alpha-Jump feature for the HDD
- Addition of the Phone book download feature
- Addition of Traffic speed and flow display

PARTS REQUIRED:

1 68056387AA Disc, Update MYGIG Radio (RER, REP and REW)

****NOTE: All earlier versions of Update DVD's for RER, REP or REW Navigation Radios should be discarded EXCEPT version 9.717 (RER,REW) or 9.306 (REP) MYGIG disc's used in TSB 08-024-08 Rev A. to recover a hard drive that is completely corrupted. If a vehicle equipped with one of these Navigation Radios is also involved in and requires the repair for Customer Satisfaction Notification H11, the update disc for this RRT should be used. Only use pn. 68056387AA, version 9.807 or later to update radios.****

REPAIR PROCEDURE:

1. Insert vehicle key and turn to ACC. position.
2. Turn radio ON.
3. Insert software update DVD into radio.
4. Radio will read the disc and prompt user to perform software update.

NOTE: Radio may take 1 - 2 minutes to prompt for software update. In the following step there are 2 portions to the software update. Radio will reset before and after each portion.

5. If radio software is older than the update DVD software, i.e.; “Update from 8.044 to 9.807”, select “Yes”.

NOTE: Once software update has begun, do not power off vehicle and do NOT touch the radio.

6. Once software update is complete, radio will return to the normal user screen. Wait for radio to re-read DVD and prompts user to update software again. Software levels shown should now be identical, i.e.; Update from 9.807 to 9.807". Select "No" to return to user screen.
7. Eject software update DVD.
8. ****Insert customer information sheets into the owner's manual kit.****

****NOTE: The key MUST be turned off for at least one minute before returning the vehicle back to the customer. This step allows the Can bus to go to sleep completing the flash sequence. This update DVD should be saved and can be reused multiple times.****

Updating the MYGIG radio with this software does not affect the photos or music previously stored in the radio by the customer.

POLICY: Reimbursable within the provisions of the warranty.

NOTE: USE OF THE LABOR OPERATION INCLUDED WITH THIS SERVICE ACTION ON VEHICLES OTHER THAN THOSE INVOLVED MAY BE SUBJECT TO CHARGE BACK.

TIME ALLOWANCE:

LABOR OPERATION NO:

| | | |
|---------------|---|------------|
| **08-60-02-99 | Flash, DVD –Update MYGIG Dealer Stock Units | 0.3 Hrs.** |
| 08-60-02-98 | Flash, DVD –Update MYGIG Customer Vehicle | 0.4 Hrs. |

FAILURE CODE: ZZ - Service Action

****Note: Dealers filing claims for Dealer Stock Units involved in CSN H11, that have not yet been repaired, must use Labor Operation No. 08-H1-11-83 with the above time allowance as appropriate. These claims will be used by Chrysler to record CSN H11 service completions and provide dealer payments.****

If you have any questions, contact your Business Center.



MYGIG Radio Software Updated

Dear: Customer

Your MYGIG radio has been updated with new software. This software update provides audio and graphic enhancements, as well as functional improvements to ease customer usage. In addition the navigation radio software update provides enhanced hands free phone support and real time traffic information.

For additional information refer to www.chrysler.com/en/owners/mygig/
Select > "MYGIG Resources" > "Download Owners Manual" for a revised operators manual.

New features include:

Real-time Traffic, Speed and Flow display



Realtime traffic, speed and flow feature receives traffic messages with the satellite radio receiver. This feature requires a subscription with Sirius to receive this service. Traffic flow information is fed to SIRIUS traffic by roadway sensors monitored and maintained by local Department of Transportation agencies.

Transparent Green, Yellow and Red lines will indicate traffic speeds on supported major roads.

Phone Book Download icon and Feature



If a connected phone supports this function, the phone book of the phone is automatically copied to the radio's address book.

As soon as the phone is connected via Bluetooth, the download of the phone book starts. Maximum of 1000 entries per phone will be downloaded.



MYGIG Radio Software Updates continued

Revised Vehicle Entertainment Screen controls



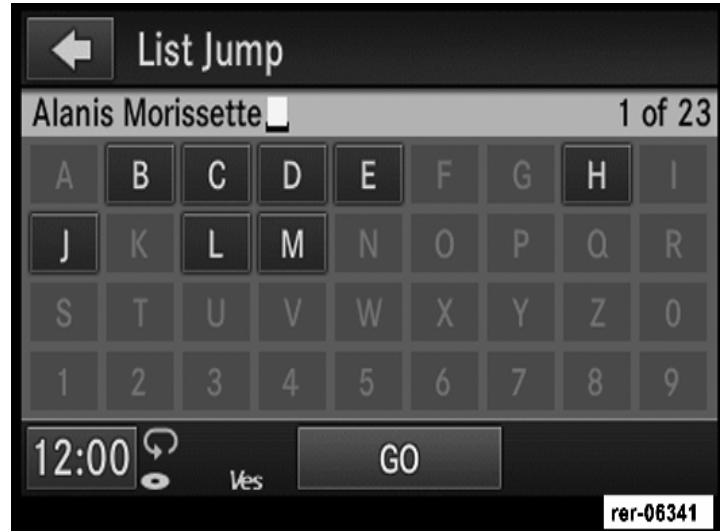
Revised Vehicle Entertainment Screen (VES) includes an expanded audio, media and input source display enhancements.

Juke Box (JB) Mode Has Moved



Juke Box (JB) mode has moved and is now displayed as "Favorites" by depressing the "Browse" soft key located in the Hard Disc Drive (HDD).

Alpha Jump Feature



The Alpha Jump feature allows you to search for your desired artist in the play list by pressing the first letter in the artists name on the touch screen.