

September 25, 2008

TO: ALL CHRYSLER, JEEP AND DODGE DEALERS

FROM: GLOBAL SERVICE

SUBJECT: RAPID RESPONSE TRANSMITTAL #08-077
Sirius Satellite Radio Inoperative

INVOLVED VEHICLES:

2009 (DS) Ram 1500
2009 (HB) Durango
2009 (JK) Wrangler
2009 (JS) Sebring/Avenger
2009 (KA) Nitro
2009 (KK) Liberty
2009 (LC) Challenger
2009 (LX) 300/Magnum/Charger
2009 (MK) Patriot
2009 (ND) Dakota
2009 (PM) Caliber
2009 (RT) Town & Country/Grand Caravan/Grand Voyager (U.S. and
International Markets)
2009 (WK) Grand Cherokee

NOTE: This Service Action applies to models equipped with Sirius Satellite Radio (sales code RSC)

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 few vehicles were built where the subscription time frame for the Sirius Satellite Radio was programmed for less than 1 year. The Sirius satellite may operate for a short period and then become inoperative or may be inoperative altogether. Customers or prep technicians may see the station tune to "0" and the ESN number displayed on the screen if Satellite radio is selected. Dealers are requested to contact Sirius Dealer Support and re-activate the satellite radio.

REPAIR PROCEDURE:

1. Position the vehicle outside in an area free of obstructions from trees, buildings, large structures, etc.
2. Turn on the ignition to the ON position (engine off) and enter satellite mode on the radio.
3. Call the Sirius Dealer Support Line @ 1-888-465-8528 (Open from 6AM to 1AM)
4. Press 1 on the telephone when prompted.
5. Indicate that you are a Chrysler Dealer or dealer technician and that you need to activate a radio prior to delivery to the customer. The support line may ask for the Sirius ESN number and then will send an activation signal to the vehicle. (To obtain the ESN number, press the setup button and scroll to the Sirius ID selection to view the ESN number)
6. After the call center representative indicates that the signal has been sent, it may take up to 5 minutes to become active at the vehicle.
7. Once the radio received the signal, the display will show either "subscription update" or "updating channels"
8. Once the radio display turns back to the normal channel display, confirm the Satellite system is now activated by tuning into other Sirius stations.

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:

08-20-04-90 Satellite Radio Activation 0.2 Hrs.

FAILURE CODE: ZZ - Service Action

If you have any questions, contact your Business Center.