



NUMBER: 08-002-13 REV. C

GROUP: Electrical

DATE: November 19, 2013

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-002-13 REV. B, DATED JUNE 08, 2013 WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES ADDING VEHICLE LINES AND YEARS.**

SUBJECT:

How To Activate The Navigation Maps On A RA3 Radio

MODELS:

2013- **2014**	(DS)	Ram 1500 Pickup
2013- **2014**	(ZD)	Viper
2013- **2014**	(D2)	RAM 3500 Pickup
2013- **2014**	(DD)	RAM 3500 Cab Chassis
2013- **2014**	(DJ)	RAM 2500 Pickup
2013- **2014**	(DP)	RAM 4500/5500 Cab Chassis
2014	(WK)	Grand Cherokee
**2014	(KL)	Cherokee **

NOTE: This Service Bulletin applies to vehicles equipped with a UCONNECT 8.4A AM/FM/BT/ACCESS (sales code RA3).

CAUTION: The only vehicles that can be upgraded to include a navigation system are ones that have an RA3 radio.

DISCUSSION:

Uconnect is now offering a radio that has navigation capability which can be optionally activated for an additional fee. This allows all Uconnect 8.4A (sales code RA3) customers to enjoy the benefits of the high line 8.4 inch screen at a low entry level price. Only the customers that wish to activate the navigation feature will pay the extra fee.

CAUTION: The customer needs to be notified and clearly understand once this system is activated it can NOT be deactivated. This feature can NOT be transferred to another vehicle. When the feature is activated it's “non-refundable, irreversible, and permanently attached to the VEHICLE (not the customer) for the life of the vehicle.”

Activating the Navigation system.

1. Turn the ignition on.
2. Put the radio into dealer mode. At the same time press and hold the 3 hard keys under the audio screen, Driver side Temp up, Temp down and Front defrost button. When the dealer mode has been accessed, this screen will appear, see (Fig. 1).



Fig. 1 Screen showing the Radio is in dealer mode

- 1 - Dealer Mode
- 2 - Select this to get request code

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3. After selecting “VP3 Activate Navigation”, a screen with a 22 position request code will appear, see (Fig. 2).



Fig. 2 Request code

1 - 22 position Request Code.

NOTE: As the dealership will be billed for the navigation activation, only the following people in the dealership are authorized to call for an activation code (see list below). If you are not in one of the roles listed and needs an activation code, please request this through your manager.

Dealer Principal	General Manager	Assistant Parts Manager
Service Technician	Assistant Service Manager	Vice President
President	Owner / Partner	General Sales Manager
Sales Manager	Assistant Sales Manager	Parts Manager
Truck Sales Manager	Shop Foreman	Service Manager
Service Director		
Parts Director (U.S. only)	Service/Parts Director (U.S. only)	Parts/Service Director (U.S. only)

4. Copy the request code on the Repair Order and call 866-962-8837.

NOTE: The person that calls in will need the dealer code, VIN, their SID number and request code. They will ask for your e-mail address, so they can send you a confirmation of the activation code. The call center is opened Monday - Friday, 9:00 am to 8:00 pm Eastern Standard time.

5. Take care to make sure the activation code is copied exactly as given because the activation code is case sensitive. Take the 16 position activation code back to the vehicle and press OK on the screen, see (Fig. 3).



Fig. 3 To continue press OK

1 - Press "OK" to move to the next screen.

CAUTION: If the ignition is turned off and this procedure is started over again, the request code will be different. This is not a problem, the activation code that was given to you will still work.

6. Enter the 16 position code in the box, do not use dashes. (Fig. 4).



Fig. 4 Entering the VP3 code to activate navigation system

1 - Enter the Activation code in this space.

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7. Press the green OK soft key in the lower right corner of the screen to activate the navigation feature.

NOTE: It may take about 10 minutes of unobstructed satellite signals for the navigation system to be fully functional.

8. If the access code was not properly copied or entered into the radio you will see this screen, (Fig. 5). If needed, start the procedure over again to enter the proper activation code.



Fig. 5 Incorrect activation code was entered

POLICY:

Information Only.

PARTS TRACKING NUMBER:

Qty.	Part No.	Description
(NA)	NAVIRA3SG2	Tracking Number For RA3 Activation

CAUTION: Please do not try to order this part number, it will “NOT” be found in the parts system.

NOTE: To accurately track Navigation radio upgrade, the part tracking number must be correctly reported on the RO when a RA3 radio navigation map activation is processed.