



**NUMBER:** 08-008-11

**GROUP:** Electrical

**DATE:** February 19, 2011

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL 11-020. ALL APPLICABLE SOLD AND UN-SOLD VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS 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:***

Vehicles Built With RBZ Radios Have Monroney Labels Displaying RHB

***OVERVIEW:***

This Bulletin involves removing and replacing the radio.

**NOTE: Radios replaced under this Service Bulletin are NOT a part of the radio exchange program. Before ordering a new RHB radio to replace the existing RBZ radio, please review all of the instructions below.**

**NOTE: THE NEW RHB RADIO FOR THIS BULLETIN MUST BE ORDERED BY CALLING 800-325-3517. YOU WILL BE REQUIRED TO PROVIDE YOUR DEALER NAME, DEALER CODE, AND THE VEHICLE VIN WHEN YOU CALL. DO NOT ORDER THIS RADIO THROUGH DEALERCONNECT.**

***MODELS:***

2011 (WK) Grand Cherokee

**NOTE: This bulletin applies to WK vehicles built between August 30, 2010 (MDH 0830XX) and September 10, 2010 (MDH 0910XX) as well as between December 1, 2010 (MDH 1201XX) and December 21, 2010 (MDH 1221XX) having a MEDIA CENTER 430 CD/DVD/MP3/HDD radio (sales code RBZ) installed and a Monroney label indicating MEDIA CENTER 430N CD/DVD/MP3/HDD/NAV radio (sales code RHB).**

***SYMPTOM/CONDITION:***

Some vehicles built with a MEDIA CENTER 430 CD/DVD/MP3/HDD radio (sales code RBZ) installed will have a Monroney label indicating a MEDIA CENTER 430N CD/DVD/MP3/HDD/NAV radio (sales code RHB).



**Stick with the Specialists™**

**DIAGNOSIS:**

If the customer experiences the Symptom/Condition(s) perform the Repair Procedure.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1	05064839AG	Radio

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**NOTE: YOU WILL BE REQUIRED TO RETURN THE OLD RADIO. FAILURE TO RETURN THE OLD RADIO WILL RESULT IN A CHARGE TO YOUR DEALERSHIP**

**REPAIR PROCEDURE:**

1. Access the Subscription Information Screen from the SAT screen of the currently installed RBZ radio and record the SIRIUS ID numbers for the receiver.
2. Remove the radio. Refer to the procedures available in DealerConnect / TechCONNECT> Group 08 - Electrical> 8A - Audio and Video> RADIO> Removal — REMOVAL.
3. Replace the Radio
4. Install the Radio. Refer to the procedures available in DealerConnect / TechCONNECT> Group 08 - Electrical> 8A - Audio and Video> RADIO> Installation — INSTALLATION.
5. The RBZ sales code and RHB sales code have already been deleted and added, respectively, for the vehicles being serviced under the RRT released with this bulletin. Using WiTECH, reconfigure the vehicle, which will add the new RHB radio sales code. This routine is available under the 'Diagnostic Procedures' tab found on the home, 'Vehicle View', page of wiTECH.
6. Access the Subscription Information Screen from the SAT screen of the newly installed RHB radio and record the SIRIUS ID numbers for the receiver.
7. Contact SIRRIUS Satellite Radio at 888-539-7474 and transfer the new receiver to the customer's account.
8. Package the old RBZ radio in the packing materials that the new RHB radio was received in and return the old RBZ radio using the prepaid return shipping label included with the new radio.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Amount</b>
08-60-02-9G	Replace RBZ Radio with RHB (C)	0.5 Hrs.

**FAILURE CODE:**

ZZ	Service Action
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