



**NUMBER:** 08-007-13 REV. A

**GROUP:** Electrical

**DATE:** March 14, 2013

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-007-13, DATED FEBRUARY 09, 2013, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDES 2013 VEHICLES.**

**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL 13-009. 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:***

RB5 RE2 Loss Of satellite Function, Sirius ID Number Missing

***OVERVIEW:***

This Bulletin involves updating the radio's software or replacing the Telematics Gateway Module (TGM) if required.

***MODELS:***

2012-**\*\*2013\*\*** (JC) Journey

**NOTE: This bulletin applies to vehicles built between May 07, 2012 (MDH 0707XX) and October 27, 2012 (MDH 1027XX) equipped with UConnect Touch 8.4 CD/DVD/MP3/NAV (sales code RB5) or UConnect Touch 8.4 CD/DVD/MP3 (sales code RE2).**

***SYMPTOM/CONDITION:***

A customer may experience a loss of satellite radio functions. **\*\*On further inspection the Technician may note that the Sirius ID number is missing\*\*.**

Updating the radio software will prevent this condition from occurring. If the customer has lost all satellite radio functions and the Sirius ID number is missing, the TGM will need to be replaced to repair this condition.

**NOTE: All radio and navigation functions are controlled by the TGM.**

***DIAGNOSIS:***

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure.

**PARTS REQUIRED:**

| Qty.     | Part No.       | Description                      |
|----------|----------------|----------------------------------|
| 1 (AR)   | Z5091038AJ     | 2012 TGM (RB5)                   |
| **1 (AR) | Z5091367AF     | 2013 TGM (RB5)**                 |
| 1 (AR)   | Z5091035AI     | 2012 TGM (RE2)                   |
| **1 (AR) | Z5091366AF     | 2013 TGM (RE2)**                 |
| **1 (AR) | 68214503AA     | 2013 Update Disc (SW 13.05.67)** |
| 1 (AR)   | **68213523AA** | 2012 Update Disc (SW 12.47.41)   |

**NOTE: Only one update disc is required for each year. Each disc may be used to service multiple vehicles. Warranty will only reimburse one of each update disc per dealer.**

**REPAIR PROCEDURE:**

1. \*\*Are all satellite radio functions inoperative and is the Sirius ID number missing, see (Fig. 1).



**Fig. 1 Sirius ID Number Missing**

1 - A Sirius ID number should always be in this location\*\*.

- a. Yes <<< Replace the TGM, proceed to [Step #2](#).
  - b. No <<< Update the radio software, proceed to [Step #4](#).
2. Replace the TGM per TechConnect - 08 - Electrical/8E - Electronic Control Modules/MODULE, Telematics Gateway/Removal and Install.

**NOTE: You will have to enter the radio/TGM Anti-Theft code, refer to service bulletin 08-011-12 for more details.**

**NOTE: Before installing the TGM make sure to write down the new TGM serial number. You will need this to obtain the Anti-Theft code.**

- 3. The new radio/TGM **doesn't** need to be update it already has the latest software in it, this bulletin is completed.
- 4. Start the vehicle, turn the radio ON and allow it to power up.
- 5. Install the correct software disc into the radio CD drive.

**NOTE: If the software update process is interrupted/aborted, the process should be restarted.**

- 6. The screen will display the old and new radio software level.
- 7. Press "Yes" to start the update.

**NOTE: Do not cycle the ignition or touch the radio during the update process.**

**NOTE: This update may take over 15 minutes, once the update has been started no other actions are required, until the update is complete.**

- 8. When the update is completed, the screen will read "Reflash Successful". Touch the screen and the radio will reboot.
- 9. The screen will now show the old and new software, press "No" on the screen to eject the disc.

***POLICY:***

Reimbursable within the provisions of the warranty.

***TIME ALLOWANCE:***

| <b>Labor Operation No:</b> | <b>Description</b>                                     | <b>Amount</b> |
|----------------------------|--|---------------|
| 08-60-02-C9                | Module, TGM - Verify and Replace, (1 - Semi - Skilled) | 0.3 Hrs       |
| 18-60-02-9Y                | Update Radio Software (0 - Introduction)               | 0.2 Hrs       |

***FAILURE CODE:***

|    |                |
|----|----------------|
| ZZ | Service Action |
|----|----------------|