



NUMBER: 08-009-13

GROUP: Electrical

DATE: February 15, 2013

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-048-12, DATED AUGUST 02, 2012 WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES RB6 RADIOS.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL 12-046. 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:

RB6 RB5 Navigation Radio Locks Up All Of The Navigation Functions

OVERVIEW:

This Bulletin involves replacing the Telematics Gateway Module (TGM) RB5 or ****RB6****.

MODELS:

2012	(LD)	Charger
2012	(LX)	300

NOTE: This bulletin applies to vehicles built before August 27, 2011 (MDH 0827XX) equipped with UConnect Touch 8.4 CD/DVD/MP3/NAV (sales code RB5) or **UConnect Touch 8.4 CD/DVD/MP3/NAV (sales code RB6) ******

SYMPTOM/CONDITION:

A customer may experience that the Navigation radio locks up, and both of the navigation voice and display stops working. The user will be locked out of all navigation functions.

Replacing the Telematics Gateway Module (TGM/TGW) will 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	TGM (RB5)
1 (AR)	Z5091381AC	TGM (RB6)

NOTE: If the radio needs to be replaced, order them through the Exchange center.

REPAIR PROCEDURE:

1. Verify the Garmin software level in the radio, press the Nav button then Setting, then System and then About.
2. Is the Software Version below 3.20?
 - a. Yes <<< Replace the TGM/TGW, proceed to [Step #3](#).
 - b. No <<< This bulletin does not pertain, normal diagnostic needs to be performed.
3. 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 Anti-Theft code. To obtain the theft code refer to service bulletin 08-011-12.

NOTE: **Before installing the new TGM write down the serial number. This will be needed to get the Anti-Theft code.**

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
08-60-02-C1	Module, TGM - Verify and Replace, **(0 - Skilled)**	0.2 Hrs.
08-60-02-B9	Verify Garmin Nav, Software Level, **(0 - Skilled)**	0.2 Hrs

FAILURE CODE:

ZZ	Service Action
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