



NUMBER: 08-073-13

GROUP: Electrical

DATE: September 18, 2013

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SUBJECT:

RB5 RE2 RB6 RE6 Radio Display Will Reset

OVERVIEW:

This Bulletin involves replacing the radio if needed.

MODELS:

2013 (PF) Dart

NOTE: This bulletin applies to vehicles built on and before January 08, 2013 (MDH 0108XX) equipped with one of the following radios.

- UConnect Touch 8.4N CD/DVD/MP3/NAV (sales code RB5).
- UConnect Touch 8.4 CD/DVD/MP3 (sales code RE2).
- UConnect Touch 8.4N CD/DVD/MP3/NAV (sales code RB6),
- UConnect Touch 8.4 CD/DVD/MP3 (sales code RE6).

SYMPTOM/CONDITION:

The customer can experience a radio reset. When the reset happens the radio display becomes white, then black, then back to a normal radio display. Sometimes audio is lost but then comes back as well. Radio will recover back to a normal display in about 3 - 5 seconds. On further inspection **NO** DTC will be found for this condition.

DIAGNOSIS:

If the customer describes the symptom, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	Z5091964AF	Radio RE2 and 5LA
1 (AR)	Z5091965AE	Radio RB5 and 5LA
1 (AR)	Z5091966AE	Radio RE6 and 5LA
1 (AR)	Z5091967AE	Radio RB6 and 5LA International
1 (AR)	Z5091968AE	Radio RB6 and 5LA
1 (AR)	Z4692349AE	Radio RE2 and 5MD
1 (AR)	Z4692350AE	Radio RB5 and 5MD

Qty.	Part No.	Description
1 (AR)	Z4692351AE	Radio RE6 and 5MD
1 (AR)	Z4692352AE	Radio RB6 and 5MD International
1 (AR)	Z5091430AE	Radio RB6 and 5MD

NOTE: The radios need to be ordered for the exchange centers.

REPAIR PROCEDURE:

1. Using wiTECH, determine the TGW/radio part number. The radio part number can be found under Module Information for the radio.
2. Does the radio part number end with a AD or higher?
 - a. Yes>>> This bulletin does not pertain, normal diagnostic needs to be performed.
 - b. No >>> Proceed to [Step #3](#).
3. Replace the TGW/radio.
4. Remove the TGW 08 - Electrical/8E - Electronic Control Modules/MODULE, Telematics Gateway/Removal.
5. Write down the serial number off the replacement radio before installing the new part. You will need this when obtaining the Anit-theft code.
6. Install the TGW 08 - Electrical/8E - Electronic Control Modules/MODULE, Telematics Gateway/Installation.

NOTE: You will have to enter the Radio Anit-Theft code. To obtain the theft code refer to service bulletin 08-011-12.

7. Using the wiTech clear any DTC that may have been set before replacing the radio.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-06-02-D2	Radio - Replace (1 - Semi-Skilled)	6 - Eletrical and Body Systems	0.8 Hrs

FAILURE CODE:

ZZ	Service Action
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