



**NUMBER:** 08-081-13

**GROUP:** Electrical

**DATE:** October 18, 2013

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**SUBJECT:**

RB5 RE2 RB6 RE6 RE3 RB4 RE9 RE4 RE7 Radio Display Will Reset

**OVERVIEW:**

This Bulletin involves replacing the radio if needed.

**MODELS:**

2013	(LX)	300
2013	(LD)	Charger
2013	(JC)	Journey

**NOTE:** This bulletin applies to vehicles built on or before June 21, 2013 (MDH 0621XX) 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).
- UConnect Touch 8.4 CD/DVD/MP3/ (sales code RE3).
- UConnect Touch 8.4N CD/DVD/MP3/NAV (sales code RB4).
- Media CTR 641N CD/DVD/MP3/NAV (China) (sales code RE9),
- Media CTR 641N CD/DVD/MP3/NAV (Japan) (sales code RE4),
- Media CTR 641N CD/DVD/MP3/NAV (S.K.) (sales code RE7),

**SYMPTOM/CONDITION:**

The customer may 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:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no audio DTC's are set. If DTCs are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

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

**PARTS REQUIRED:**

Qty.	Part No.	Description
1 (AR)	Z5091366AI	Radio RE2
1 (AR)	Z5091367AI	Radio RB5
1 (AR)	Z5091464AI	Radio RE6
1 (AR)	Z5091466AI	Radio RB6
1 (AR)	Z5091465AI	Radio RB6
1 (AR)	Z5091461AJ	Radio RE3
1 (AR)	Z5091463AJ	Radio RB4
1 (AR)	Z5091462AJ	Radio RB4
1 (AR)	Z4607898AJ	Radio RE9
1 (AR)	Z4607896AJ	Radio RE4
1 (AR)	Z4607897AJ	Radio RE7

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

**REPAIR PROCEDURE:**

- Using wiTECH, determine what level the TGW/radio part number is. The radio part number can be found under Module Information for the radio.

**NOTE: Using the part list above, compare the radios part number in the vehicle to the one on the parts list. Example: The radio part number in the vehicle is 012345678AE and the one on the parts list is Z12345678AF, the one in the vehicle is lower and should be replaced.**

- Is the part number in the vehicles radio at the same level or higher then the one on the bulletins parts list?
  - Yes>>> This bulletin does not pertain, normal diagnostic needs to be performed.
  - No >>> Proceed to [Step #3](#).
- Replace the TGW/radio.
- Remove the TGW 08 - Electrical/8E - Electronic Control Modules/MODULE, Telematics Gateway/Removal.
- Write down the serial number off the **replacement** radio before installing the new part. This will be needed when obtaining the Anit-theft code.
- Install the TGW 08 - Electrical/8E - Electronic Control Modules/MODULE, Telematics Gateway/Installation.

**NOTE: An Anit-Theft code will be needed to unlock the radio. To obtain the theft code refer to service bulletin 08-011-12.**

- 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
08-60-02-D6	Radio/Telematics Gateway Module - Replace (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.4 Hrs

**FAILURE CODE:**

ZZ	Service Action
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