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GROUP: Electrical

DATE: March 07, 2014

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SUBJECT:

RB5 RE2 RE6 RB6 RE3 RB4 Radio Enhancements

OVERVIEW:

This Bulletin involves updating the radio's software.

MODELS:

2011-2012	(JC)	Journey
2011-2012	(LD)	Charger
2011-2012	(LX)	300

NOTE: This bulletin applies to vehicles built on or before July 02, 2012 (MDH 0702XX) equipped with one of the following radios:

- UConnect Touch 8.4 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 RB4)
- UConnect Touch 8.4n CD/DVD/MP3/NAV (sales code RB6)
- UConnect Touch 8.4N CD/DVD/MP3 (sales code RE3)
- UConnect Touch 8.4 CD/DVD/MP3 (sales code RE6)

SYMPTOM/CONDITION:

A customer may experience one or more of the following:

- Fuel Station Routing issues.
- Heated Seat Greyed Out.
- Navigation Icon going backwards.
- Map Checksum Error.

DIAGNOSIS:

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

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68240594AA	Update Disc, 2011 Chrysler (S/W 13/23/19)
1 (AR)	68236602AA	Update Disc, 2011 Dodge (S/W 13/23/19)
1 (AR)	68236599AA	Update Disc, 2012 (S/W 13/41/42)

NOTE: Only one update disc is required, each disc may be used to service multiple vehicles. Warranty will only reimburse one update disc per dealer.

REPAIR PROCEDURE:

1. Start the vehicle, turn the radio ON and allow it to power up.
2. Install the correct control head update disc into the radio CD drive.
3. The screen will now display the old and new software level, XX.XX.XX to 13/23/19 for 2011 vehicles or 13/41/42 for 2012.
4. Is the update to software level the same or higher then the radios software level?
 - a. Yes <<< The radio has the latest software in it, normal diagnostic should be performed.
 - b. No <<< Radio software needs to be updated, proceed to [Step #5](#).

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

5. 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 24 minutes, once the update has been started no other actions are required, until the update is complete.

6. When the update is completed, the screen will read “Reflash Successful”. Touch the screen and the radio will reboot.
7. 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:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-AM	Update Radio Software (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs

NOTE: The expected completion time for the flash download portion of this procedure is approximately 24 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

ZZ	Service Action
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