SUBJECT:
RB5 RE2 RB6 RE3 RE6 RE4 RE7 RE9 Radio Enhancements

OVERVIEW:
This bulletin involves updating the radio's software and Navigation if required.

MODELS:

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

NOTE: This bulletin applies to vehicles built 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 RB6)**
- **UConnect Touch 8.4N CD/DVD/MP3 (sales code RE3)**
- **UConnect Touch 8.4 CD/DVD/MP3 (sales code RE6)**
- **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:
A customer may experience, one or more of the following conditions:

- Add China phone book search.
- Some functionality for China, Japanese and Korean - keyboard, search, sort and jump.
- Unable to add contacts to the favorite list.
- Unable to dial the phone from the radio, while still able to dial from the phone.
- Unable to delete a cell phone number from the favorite list.
- More space available for phone book entries.
- BlackBerry support for playing songs.
- Reduce ticking noise during CD/USB pause and VR is silent between prompts.
- VR unable to transition from Non-navigation to navigation mode.
- iPod screen is displayed with navigation screen.
- Asian language translation added.
- Highlighted preset continues blinking.
- Takes more then one button press to select preset #10.
- Unable to adjust volume from steering wheel switches.

- Clock adjust pop up message displayed in English rather than current language.
- Can not connect to the phone after it has been disconnect.
- Teleprompter screen shows incomplete text.
- Some functionality for traffic & weather jump button.
- After changing a language and then selecting CDDA "of" is displayed as a tracking number.
- In "Set Date Year" only 3 digits are displayed.
- Split map view will not cancel.
- Map screen turns black when driving.
- When in Italian, the destination arrival text will overlap onto the map.
- Does not accept Iraq when commanding "Set Target Country".
- Some pop up message characters is displayed with "!#".
- Traffic programming slow to start.

DIAGNOSIS:

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68236603AA	Control Head Update Disc (All Radios)
1 (AR)	68236604AA	Nav, Update Disc (RB5, RB6, **with** sales code XWB)
1 (AR)	68236605AA	Nav, Update Disc (RB6, **without** sales code XWB)
1 (AR)	68236601AA	Nav, Update Disc (RE4, Japan)
1 (AR)	68236600AA	Nav, Update Disc (RE9, China)

NOTE: Only one update disc is required for each year. Each disc may be used to service multiple vehicles. Warranty will only cover one of each 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 13.35.61.
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. Proceed to Step #8.
   b. No <<< Radio software needs to be updated, proceed to Step #5.
5. To start the update press the soft key "Yes" on the screen that display the old and new radio software level.

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

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

NOTE: This update may take over 20 minutes, once the update has been started no other actions are required.

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.
8. Does this vehicle have one of the following radios, RE2, RE3, RE6 or RE7?
   a. Yes <<< Only the radio control head needs to be updated, this bulletin has been completed.
   b. No <<< Navigation updates needs to be performed, proceed to Step #9.
9. Put the radio into dealer mode by press the drives Temp up and down and the front defrost all at the same time until the dealer mode screen is displayed.
10. Press the soft key "Garmin Recovery Update" to begin the navigation update, see (Fig. 1).

Fig. 1 Press Garmin Recovery Update to begin update

1 - Press soft key to begin

11. To update the navigation system, insert the correct navigation update disc into the CD drive, when this pop up is displayed. see (Fig. 2).

Fig. 2 Insert update when this screen is displayed

1 - Insert the update disc into the CD drive

12. Navigation system recover, is the first step in the update. When this part is done the pop up will no longer be displayed. This will only take a few minutes.
13. To continue press the "Back" soft key in the upper left hand corner of the screen (Fig. 3).

Fig. 3 This screen will be displayed next

1 - Pop up

2 - Soft key, back button

14. This screen will be displayed when the update is being down loaded, see (Fig. 4).

Fig. 4 This screen will be displayed next

1 - Loading software

15. When the software has completed down loading, the screen will change to the Garmin main screen, see (Fig. 5).

Fig. 5 Navigation Down Load Completed

1 - Navigation software has been updated

16. Eject the update disc, the software update is completed.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-AP	Update, Radio and Navigation Software, (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs
18-60-02-AN	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 20 minutes for the radio down load only and additionally 7 minutes if updating the Navigation software. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

ZZ	Service Action