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GROUP: Electrical

DATE: October 01, 2014

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-061-13, DATED AUGUST 09, 2013, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES ADDING 2014 VEHICLES AND NEW UPDATED SOFTWARE.**

SUBJECT:

RBZ Or RHB Radio Software Enhancements

OVERVIEW:

This bulletin involves upgrading the software on the RBZ or RHB Radio.

MODELS:

2012- **2014**	(JK)	Wrangler
2012-2013	(WD)	Durango
2012- **2014**	(LC)	Challenger
2012	(D2)	Ram 3500 Pickup
2012	(DX)	Dodge Reg Cab Chassis (Mexico)
2012	(DS)	Ram 1500 Pickup
2012-2013	(WK)	Grand Cherokee
2012	(DP)	Ram 4500/5500 Cab Chassis
2012	(PM)	Caliber
2012- **2014**	(MK)	Compass/Patriot
2012	(DJ)	Ram 2500 Pickup
2012- **2014**	(RT)	Town Country/Caravan
2012	(KK)	Liberty
2012	(DD)	Ram 3500 Cab Chassis
2012- **2014**	(JS)	200/Avenger

NOTE: **This bulletin applies to vehicles equipped with Media Center 430 CD/DVD/MP3/HDD (sales code RBZ) or Media Center 430N CD/DVD/MP3/HDD/NAV (sales code RHB) **.****

SYMPTOM/CONDITION:

The customer may experience one or more of the following.

- ****When changing the language on the radio, the navigation may still display English.****
- ****Help prevent navigation lockup.****
- ****Ghost image of the vehicle's brand logo on the display screen.****
- Digital photos loaded onto the hard drive intermittently get lost.
- CD/DVD will not play (RHB only).
- Navigation accept screen will not clear (RHB only).
- Navigation shows "acquiring signal" for an extended period of time (RHB only).
- New navigation graphics (RHB only).
- Sirius audio pop on power up.
- HFM audio pop on power up.
- HFM Mode resume with no information.
- Trip planner does not save a route after it was created (RHB only).
- Route guidance does not activate after the vehicle shuts down (RHB only).
- Longitude entry does not allow enough digits (RHB only).

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available, verify if any DTCs are set. If Audio 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 listed above, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	**Disc N/A (See Note)**	Update Disc **Not Yet Available**

NOTE: **Software updates are now available for download to USB on the Uconnect web site and should be used instead of ordering a disc. The update disc availability will lag behind the download site.**

REPAIR PROCEDURE:

1. ****Is the radio an RBZ?**
 - a. Yes >>> Proceed to [Step #4](#).
 - b. No >>> Proceed to [Step #2](#).******
2. ****Check the navigation software version.**
 - a. Start the vehicle and turn on the radio.
 - b. Press "Menu" button (hard key) on the radio.
 - c. Press "Nav Setup" touch screen soft key.
 - d. Press "System Information" touch screen soft key.
 - e. Press "About" touch screen soft key.******
3. ****Is the navigation software version at 5.11 or higher?**
 - a. Yes >>> The navigation and control head has the latest software, this bulletin has been completed.
 - b. No >>> Proceed to [Step #4](#).******
4. ****Has the USB flash drive been created?**
 - a. Yes >>> Proceed to [Step #7](#).

- b. No >>> Proceed to [Step #5](#).**
5. **Go to DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads to download the files**.
6. **If a security message appears “Do you want to view only the web page content that was delivered securely?” press “NO” to continue.**

NOTE: The Site is optimized for Microsoft Internet Explorer 8 or 10. Use these software version if you encounter a problem downloading the Software.

NOTE: A Blank USB flash drive must be used to download the software. Only one software update can be used on one USB flash drive.

- NOTE:**
- ** Acquire a blank USB flash drive with at least 4 GB of space.
 - Download the software update file to your local pc’s desktop.
 - Be sure to extract the file before copying it to the blank USB.
 - A blank USB flash drive will be needed one for each radio update, both updates can not be on the same USB flash drive.
 - Once the file is saved to the USB, it is recommended you physically label the USB with the bulletin number and radio sales code.**

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

7. Remove any customer USB memory stick from the radio face plate.
8. With the engine running and radio powered on, insert the **correct** USB flash drive with new software into USB hub.

CAUTION: The screen may display “No Files On USB” Do Not remove the USB flash drive. This message should only last about a minute.

9. When prompted, “Update baseline data files on HDD?” appears press “YES”.
10. **Is the radio an RBZ?
 - a. Yes >>> Proceed to [Step #13](#).
 - b. No >>> Proceed to [Step #11](#).
11. The next screen display will have the old and new **navigation** software levels, press “Yes”.

NOTE: Do Not cycle the ignition or adjust the radio (volume, channels, est.) during the update process.

12. When the navigation download has been completed the screen will display “PND Updated Completed”, this should only take 2 minutes. Press OK to continue.
13. The next screen display will have the old and new **radio** software levels.
14. Is the Radio software level at 50.00.07 or higher?
 - a. Yes >>> The radio has already been updated, proceed to [Step #17](#).
 - b. No >>> Press “Yes” to update the radios software.
15. When prompted, “Update baseline data files on HDD?” appears press “No”.
16. When prompted, “Update Application Software From 50.00.07 to 50.00.07, appears press “No”.
17. Remove the USB flash drive, the update has been completed.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-CV	Radio, Check Software Level Only. (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-CW	Radio, Check and Perform Software Update. (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-02-CX	Radio, Software - Create USB Flash Drive (One Time Only). (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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