SUBJECT:
Flash: RE2 RE6 RB5 RB6 Radio Software Enhancements

OVERVIEW:
This bulletin involves updating the radio software.

MODELS:

2014	(PF)	Dart
2013	(PF)	Dart

NOTE: This bulletin applies to vehicles built between November 16, 2012 (MDH 1116XX) and June 21, 2014 (MDH 0621XX) and equipped with one of the following radios.
- **UConnect Touch 8.4 CD/DVD/MP3 (sales code RE2).**
- **UConnect Touch 8.4 CD/DVD/MP3 (sales code RE6).**
- **UConnect Touch 8.4N CD/DVD/MP3/NAV (sales code RB5).**
- **UConnect Touch 8.4N CD/DVD/MP3/NAV (sales code RB6),**

SYMPTOM/CONDITION:
A customer may experience, one or more of the following conditions:

- Incorrect routing directions to fuel stations when using Travel Link.
- Unable to turn on heated seats. Icon is greyed out.
- Radio display screen will lock up and reset intermittently.
- Navigation screen goes blank.
- Navigation system freezes/locks up.
- Navigation Icon shows the vehicle going backward when it is moving forward.
- Map Checksum error may be displayed when attempting to update the navigation system maps.

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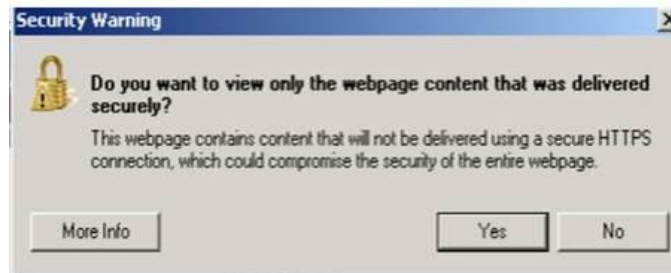If the customer describes the symptom, perform the Repair Procedure.

PARTS REQUIRED:

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

NOTE: Note: Software updates are now available for download to a USB stick on the Uconnect web site and can be used instead of ordering a disc. The website will show the latest software level for each VIN and should be used to ensure that the latest software update is being used.

REPAIR PROCEDURE:
1. Has a USB stick been created with the current software update?
   a. Yes >>> Proceed to Step #6.
   b. No >>> Proceed to Step #2.
2. Go to DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads to download the files.
3. If a securely message appears "Do you want to view only the webpage content that was delivered securely?" See (Fig. 1). Press **No** to continue.

Fig. 1 Pop-up Security Message

NOTE: A Blank USB stick must be used to download the software. Only one software update can be used on one USB memory stick. One USB stick can be used to service multiple vehicles.

NOTE: This radio update will require the use of 2 separate USB sticks. One for the radio control head and one for the Garmin Navigation System.

NOTE: If the dealer cannot download the software, make sure you have proper security access. If not have the Service Manager or Shop Foreman download the software update. If the Service Manager or Shop Foreman can't download the software, an update disc can be ordered. If using a CD to download the software follow the instruction on the CD to properly transfer the correct software to a USB stick.

4. To download the software files to a USB stick, follow the on screen instructions and perform the following.
    a. Acquire a blank USB stick with at least 4 gb of space.
    b. Download the software update file to your local pc's desktop.
    c. Be sure to extract the file before copying it to the blank USB.
    d. A blank USB stick will be needed one for each radio update, additional updates can not be on the same USB stick.
    e. Once the file is saved to the USB stick, it is recommended you physically label the USB stick with the bulletin number and radio sales codes.
5. **For 2013 Model Year Only.** You may have multiple choices available for the radio control head software. Please choose the correct software file based on your sales codes (5MD or 5LA) and label the USB stick accordingly. See (Fig. 2).

Fig. 2 Website Software Files

6. Turn the engine on and check if the vehicle is still in ship mode. This will be displayed in the Electronic Vehicle Information Center (EVIC).
7. The vehicle must be in Customer Mode to update the radio. Is the vehicle in Ship Mode?
    a. Yes >>> Proceed to Step #8.
    b. No >>> Proceed to Step #9.
8. Use the scan tool (wiTech) to put the vehicle into customer mode.
9. With the engine running and radio powered on, insert the **correct** USB Stick with new radio control head software into USB port.
10. The next screen displayed will have the old and new software levels.
11. Is the new software level at or lower than the current software level in the radio?
    a. Yes >>> The radio is up to date. Proceed to Step #17.
    b. No >>> Proceed to Step #12 .

12. Press the soft key "Yes" to start the update. At this time you should see a download progress bar appear on the screen.
13. The update may take 20 minutes to complete. No other actions will be needed to initiate the update..

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.

14. When the update is completed, the screen will read "Reflash Successful". Remove the USB stick and touch the screen anywhere to initiate the radio to reboot. See (Fig. 3).

Fig. 3 Touch Screen Instruction

15. Turn off the ignition, open and close the driver's door, and let the bus go to sleep for 30 seconds.
16. Turn the ignition back on and proceed to Step #17.
17. Is your vehicle equipped with an RB5 radio or RB6 radio with sales code 5LA?
    a. Yes >>> Proceed to Step #18
    b. No >>> No further programming is necessary. The bulletin is now complete.

NOTE: The following figures may vary slightly in appearance between model years.

18. Press the Nav icon on the radio screen to enter the navigation system main menu. See (Fig. 4).

Fig. 4 Nav Screen Icon

19. Select the Settings Icon. See (Fig. 5)

Fig. 5 Settings Screen Icon

20. Select the System Screen icon and then the About icon to display the Garmin System Information. See (Fig. 6) and (Fig. 7).

Fig. 6 System Screen Icon

Fig. 7 About Screen Icon

21. Is the model number displayed model number CTP12?
    a. Yes >>> No further programming is needed at this time. The bulletin is now complete..
    b. No >>> Proceed to Step #22
22. Insert the correct Garmin Navigation Software USB stick into the USB port and wait for a pop up screen to appear.
23. Does the pop up screen indicate that a new software version is detected?
    a. Yes >>> Select yes on the screen and proceed with the update.
    b. No >>> No further programming is needed at this time the bulletin is now complete.
24. Once the update has started the radio will change to the software loading screen. See (Fig. 8)

Fig. 8 Garmin Software Loading

25. Once the software update has completed down loading, the screen will automatically change to the Garmin main screen. See (Fig. 9).

Fig. 9 Update Complete

26. Remove the USB stick from the USB port and cycle the key. The bulletin is now complete.

NOTE: Use the wiTech to put the vehicle back into Ship Mode if needed.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-BY	Radio, Software. Create USB stick from CD or Uconnect website All Radios (One Time Only) (0 - Introduction)	6 - Eletrical and Body Systems	0.2 Hrs
18-60-02-BZ	Radio, Garmin Software. Create USB Stick from CD or Uconnect webite. RB5, RB6 Radios with 5LA Only (One Time Only) (0 - Introduction)	6 - Eletrical and Body Systems	0.3 Hrs
18-60-02-BW	Radio Update Only, Check Software Level and Perform Software Update (0 - Introduction)	6 - Eletrical and Body Systems	0.3 Hrs
18-60-02-BX	Radio and Garmin Navigation Update, Check Software Level and Perform Software Update (0 - Introduction)	6 - Eletrical and Body Systems	0.4 Hrs

FAILURE CODE:

ZZ	Service Action