

NUMBER: 08-037-14 REV. A

GROUP: Electrical

DATE: August 29, 2014

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THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 08-037-14, DATED MARCH 29, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS AND INCLUDES UPDATED SYMPTOMS, PART DETAILS, AND AN UPDATED REPAIR PROCEDURE FOR PERFORMING THIS UPDATE.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-033. ALL APPLICABLE SOLD AND UN-SOLD RRT VINs HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

Flash: RB4 Radio Enhancements

OVERVIEW:

This bulletin involves updating the radio and navigation software, if required.

MODELS:

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

NOTE: This bulletin applies to vehicles equipped with UConnect Touch 8.4N CD/DVD/MP3/NAV (sales code RB4).

SYMPTOM/CONDITION:

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

- ** Radio display screen shows "Test Mode". **
- ** Navigation screen locks up or display will be blank. **
- **Navigation feature lockout disable (International Only). **
- **Navigation system resets intermittently. **
- **Translation improvements/corrections. **
- **System consistency and operational improvements for menu selections, month/date formatting, and Garmin translation functions. **
- **Radio system improvements during remote start operation. **

- **Unable to adjust radio volume using steering wheel switch intermittently.**
- **Second screen is blank when using split screen function.**
- The symbol of the car on the map will move erratic, Jerks, Jumps or Backwards.
- The indication of the highlighted path may be missing at times.
- 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 than 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:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, 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. Start the vehicle, turn the radio ON and allow it to power up.
2. Press the navigation screen button and attempt to access the navigation main menu screen.

3. Is the radio stuck on the "Loading Please Wait" screen? See (Fig. 1).
 - a. Yes <<< The radio must be replaced. Replace the radio using current electronic exchange center stock following normal warranty repair procedures. Refer to published service information in Tech Connect Section 08 - Electrical/8E - Electronic Control Modules/MODULE, Telematics Gateway/Removal. No further action is required, the new radio will have the updated software. The bulletin is now complete. Use Labor Op 18-60-02-CB to close out the RRT portion of this bulletin.
 - b. No <<< Proceed to Step #4 and perform the software update.

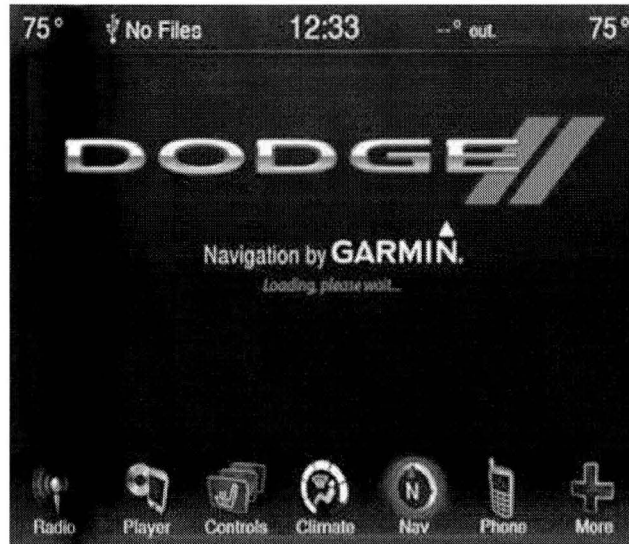


Fig. 1 System Loading Screen

4. Has a USB stick been created with the current software update?
 - a. Yes>>> Proceed to step Step #8.
 - b. No>>> Proceed to step 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 webpage content that was delivered securely?" See (Fig. 2). Press **No** to continue.



Fig. 2 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.

7. 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 file. Additional updates can not be saved 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, proper radio sales codes, and whether it is the radio control head or Garmin Navigation update.
8. Install the correct USB stick containing the radio control head update into the USB port.
9. The screen will now display the current and new software levels.

CAUTION: If the radio software level is at or above the level on the updated disc, DO NOT perform the update.

10. Is the radio control head software level at or higher than the update software level on the USB stick?

- a. Yes <<< The radio control head is already up to date. Remove the USB stick and proceed to Step #15.
 - b. No <<< Radio software needs to be updated, proceed to Step #11.
11. To start the update, press the soft key "Yes" on the screen that displays 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 15 minutes to complete. Once the update has been started no other actions are required to complete it.

12. When the update is completed, the screen will read "Reflash Successful". Touch the screen and the radio will reboot.
13. The screen will now show the current and new software levels. Verify if the new and current software levels are now the same and press no on the screen.
14. Remove the radio control head USB stick and proceed to Step #15.
15. From the navigation main menu screen, press the Settings screen button. See (Fig. 3).



Fig. 3 Settings Icon

16. Press the System Icon. See (Fig. 4).



Fig. 4 System Icon

17. Press the About screen icon, see (Fig. 5), and record the software version.



Fig. 5 About Icon

18. Is the software version displayed on the screen 4.30 or earlier?
 - a. Yes <<< Proceed to Step #19 and perform the software update.
 - b. No <<< The Garmin Navigation system is already up to date. The bulletin is now complete.
19. Insert the correct USB stick containing the Garmin Navigation update.
20. The radio screen will now display one of two pop up screens see (Fig. 6) or (Fig. 7).



Fig. 6 Garmin Software Already Updated



Fig. 7 Garmin Software Needs Updating

21. Which screen does the radio currently display?
 - a. (Fig. 6) <<< The radio has the latest Garmin software installed. Press OK and proceed to Step #25.
 - b. (Fig. 7) <<< Press Yes to continue and proceed with the Garmin software update.
22. The first step in the update is "system recover". There will be a pop up that indicates this step along with a progress bar. This will only take a few minutes.
23. This next screen will be displayed when the update is being down loaded, see (Fig. 8).



Fig. 8 Garmin software loading

CAUTION: Do not interrupt the software update process once it has begun. It may cause permanent damage to the radio which will require replacement.

24. When the software has completed down loading, the screen will change to the Garmin main screen, see (Fig. 9).



Fig. 9 Update Complete

25. Remove the USB stick and cycle the key. The bulletin is now complete.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-CT	Radio, Software - Create USB Jump Drive From CD or Uconnect Website (One Time Only)	6 - Electrical and Body Systems	0.2 Hrs
18-60-02-CB	Check, Radio and Nav Software, No update required. (0 - Introduction)	6 - Electrical and Body Systems	0.2Hrs
18-60-02-CC	Update Radio and Nav Software (0 - Introduction)	6 - Electrical and Body Systems	0.6Hrs

NOTE: The expected completion time for the flash download portion of this procedure is approximately 30 minutes. Actual flash download times may be affected by vehicle connection.

FAILURE CODE:

ZZ	Service Action
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