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GROUP: Electrical

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THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 08-059-14 REV. A, DATED SEPTEMBER 09, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES ADDITIONAL SYMPTOM AND MODEL YEARS.**

SUBJECT:

RE2 RE6 RB5 RB6 Radio Software Enhancements

OVERVIEW:

This bulletin involves updating the radio software and navigation if equipped.

MODELS:

2013-2015 (PF) Dodge Dart

NOTE: *This bulletin applies to vehicles built on or after February 29, 2012 (MDH 0229XX) 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).**

CAUTION: *U.S. vehicles with an RB5 radio may have an active RRT. If there is an open RRT, that radio software update MUST be performed first.*****

SYMPTOM/CONDITION:

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

- Radio display screen will lock up and reset intermittently ********(2013-2014 MY Vehicles).********
- Navigation screen goes blank ********(Software has been updated to better address this condition).********
- Navigation system freezes/locks up ********(Software has been updated to better address this condition).********
- ********Vehicles with Mopar special edition radio, update radio's splash screen. (2013 Vehicles).********
- Incorrect routing directions to fuel stations when using Travel Link.
- Unable to turn on heated seats, icon is greyed out.
- 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:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no audio DTCs are set. If 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, perform the Repair Procedure.

REPAIR PROCEDURE:

CAUTION: **U.S. vehicles with an RB5 radio may have an active RRT. If there is an open RRT, that radio software update MUST be performed first.**

1. Has a USB flash drive 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 security message appears “Do you want to view only the webpage content that was delivered securely?” See ([Fig. 1](#)). Press **No** to continue.

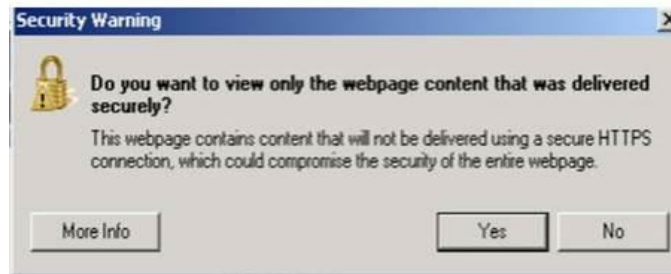


Fig. 1 Pop-up Security Message

NOTE: Two blank USB flash drives must be used to download the software. Only one software update can be used on one USB flash drive. One USB flash drive can be used to service multiple vehicles.

NOTE: This radio update will require the use of two separate USB flash drives. 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.

4. To download the software files to a USB flash drive, follow the on screen instructions and perform the following.
 - a. Acquire a blank USB flash drive 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 flash drive.
 - d. A blank USB flash drive 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 flash drive, it is recommended you physically label the USB flash drive 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 flash drive 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 flash drive 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 flash drive 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?
- Yes >>> Proceed to [Step #18](#).
 - 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 flash drive 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 downloading, the screen will automatically change to the Garmin main screen. See (Fig. 9).



Fig. 9 Update Complete

- 26. Remove the USB flash drive 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-HC** | Radio, Software. Create USB Flash Drive from Uconnect website All Radios (One Time Only) (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs |
| **18-60-02-HD** | Radio, Garmin Software. Create USB Flash Drive from Uconnect website. RB5, RB6 Radios Only (One Time Only) (0 - Introduction) | 6 - Electrical and Body Systems | 0.3 Hrs |
| **18-60-02-HA** | Radio Update Only, Check Software Level and Perform Software Update (0 - Introduction) | 6 - Electrical and Body Systems | 0.3 Hrs |
| **18-60-02-HB** | Radio and Garmin Navigation Update, Check Software Level and Perform Software Update (0 - Introduction) | 6 - Electrical and Body Systems | 0.4 Hrs |

FAILURE CODE:

****The dealer must choose which failure code to use. If the customer came in with an issue and the dealer found updated software to correct that issue, use failure code CC, for all other use failure code RF. ****

- ****If the customer’s concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, than failure code CC is to be used.****
- ****If an available flash is completed while addressing a different customer concern, failure code RF is to be used.****

| | |
|------|--------------------|
| **CC | Customer Concern** |
| **RF | Routine Flash** |