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GROUP: Electrical

DATE: February 27, 2015

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-023. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S 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:

No Travel Link Data Displayed And Other System Enhancements

OVERVIEW:

This bulletin involves updating the radio's software if needed.

MODELS:

2015	(JC)	Dodge Journey (U.S. Market Only)
2015	(PF)	Dodge Dart (U.S. Market Only)
2014	(LD)	Dodge Charger (U.S. Market Only)
2014	(LX)	Chrysler 300 (U.S. Market Only)

NOTE: This bulletin applies to LD or LX vehicles built on or after October 1, 2014 (MDH 1001XX) equipped with UConnect Touch 8.4 CD/DVD/MP3/NAV (sales code RB5).

NOTE: This bulletin applies to JC vehicles built on or after October 1, 2014 (MDH 1001XX) and on or before January 21, 2015 (MDH 0121XX) equipped with UConnect Touch 8.4 CD/DVD/MP3/NAV (sales code RB5).

NOTE: This bulletin applies to PF vehicles built on or after October 1, 2014 (MDH 1001XX) and on or before February 06, 2015 (MDH 0206XX) equipped with UConnect Touch 8.4 CD/DVD/MP3/NAV (sales code RB5).

SYMPTOM/CONDITION

Customers may experience one or more of the conditions listed below:

- Travel Link feature may be missing. When trying to get information on fuel prices, weather, movie times or sports, a “No Data Available” message may appear.

NOTE: The Travel Link feature can only be accessed by the customer if the vehicle has an active subscription for satellite radio and Travel Link.

- Radio display screen shows “Test Mode”.
- Navigation screen locks up or display will be blank.
- Radio and navigation system resets intermittently.
- 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.
- 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.
- Highlighted preset continues blinking.
- Takes more than one button press to select preset #10.
- Unable to adjust volume from steering wheel switches.
- Can not connect to the phone after it has been disconnect.
- Teleprompter screen shows incomplete text.
- Some functionality for traffic & weather jump button.
- In “Set Date Year” only 3 digits are displayed.
- Split map view will not cancel.
- Map screen turns black when driving.
- Some pop up message characters is displayed with “!#”.
- Traffic programming slow to start.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify if any Diagnostic Trouble Codes (DTCs) are set. If DTCs are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

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 listed above, perform the Repair Procedure.

CAUTION: Even if the vehicle doesn’t have an active subscription to Travel Link, this RRT MUST be performed. The customer may want to activate these features at a later date.

REPAIR PROCEDURE:

1. Check if the radio already has the updated Travel Link software.
2. Turn on the radio.
3. Press and hold the drivers temperature up, driver temperature down and front defrost all together for 10 seconds to enter Dealer Mode.

4. Press Radio Part Information soft key and view Multimedia SW version number.

CAUTION: The only way to properly check if the radio has been updated correctly, is checking the Multimedia SW. When the update has been completed the New and Old software version WILL NOT MATCH, (Fig. 6).

5. Is the version number 2510 1507 0020 0560 or 2520 1506 0020 0540? (Fig. 1).



Fig. 1 Multimedia SW Version Number

1 - Version Numbers

- a. Yes >>> The radio already has the updated software. Use inspection LOP (18-60-02-EK) to close active RRT. This bulletin has been completed.
- b. No >>> Proceed to [Step #6](#).

NOTE: Use the “Back” soft key to back out of dealer mode.

- 6. Has the USB flash drive been created with the correct software?
 - a. Yes >>> Proceed to [Step #10](#).
 - b. No >>> Proceed to [Step #7](#).
- 7. Go to DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads to download the files.

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.

8. If a security warning message appears “Do you want to view only the webpage content that was delivered securely?” **Press No** to continue.

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. One USB flash drive can be used to service multiple vehicles.

9. To download the software files to a USB stick, follow the on screen instructions and perform the following.
 - a. Acquire a blank USB flash drive with at least 8 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. Additional updates can not be on the same USB flash drive.
 - 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.
10. Start the vehicle, turn the radio ON and allow it to power up.
11. Install the correct USB flash drive into the USB port, NOT the USB port on the radio.
12. The screen will now display the current/old and new software levels.
13. Press Yes to start the software update.
14. The next screen is titled "Reflashing" this part of the update will take about 1 minute.



Fig. 2 Checking Data Please Wait 1 Minute

Please Wait

15. The next screen is titled "Reflashing" this part of the update will take about 8 minutes.

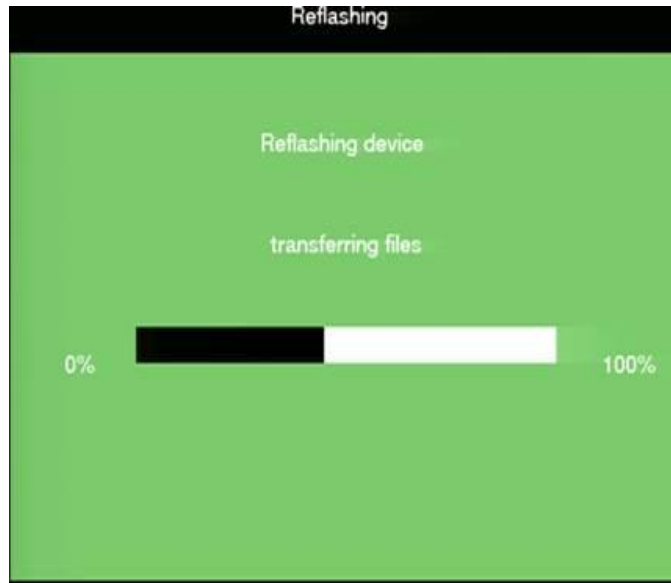


Fig. 3 Transferring Files

Please Wait

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16. Once the files have been transferred, the screen will display "Successful".
 17. Touch the screen to continue the update.



Fig. 4 Touch Screen

Touch Screen

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18. The next screen will be titled NAND Special Software, this step may take 30 to 40 minutes.



Fig. 5 NAND Special Software

May Take 30 to 40 Minutes

NOTE: During this part of the update do NOT turn off the vehicle or radio. Do NOT change any radio features.

19. When prompted, touch the screen to complete the software update.

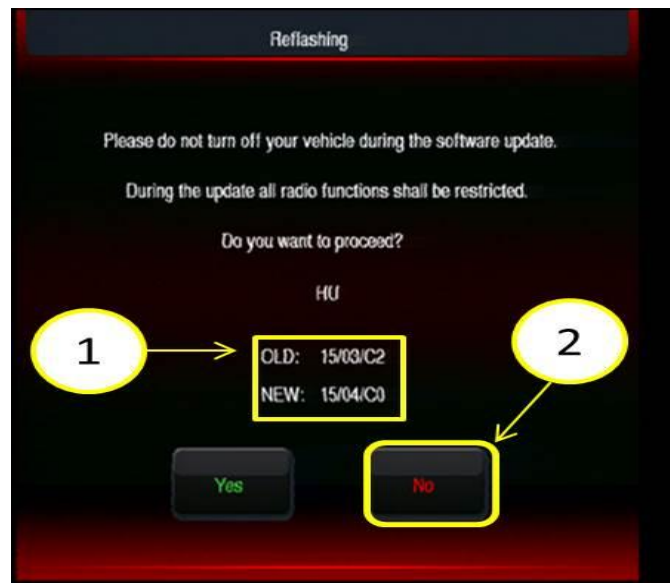


Fig. 6 When Update Is Completed Properly, New and Old Software Will NOT Match

- 1 - New and Old Software Will NOT Match
- 2 - Press No to Continue

20. The next screen will display the New and Old software, press **No** to complete the software update (Fig. 6).

CAUTION: The only way to properly check if the radio has been updated correctly, is checking the Multimedia SW. When the update has been completed the New and Old software version WILL NOT MATCH.

- 21. Remove the USB flash drive.
- 22. Check if the radio has been properly updated.
- 23. Press and hold the drivers temperature up, driver temperature down and front defrost all together for 10 seconds to enter Dealer Mode.
- 24. Press Radio Part Information soft key and view Multimedia SW version number.
- 25. Is the version number 2510 1507 0020 0560 or 2520 1506 0020 0540?(Fig. 1).
 - a. Yes >>> This bulletin has been completed.
 - b. No >>> Proceed to [Step #26](#).
- 26. Has the update been attempted multiple times?
 - a. Yes >>> This bulletin does not pertain, normal diagnostic needs to be performed.
 - b. No >>> Proceed to [Step #6](#).

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-EK	Radio - Inspect Only (0 - Introduction)	6 - Electrical and Body System	0.2 Hrs.
18-60-02-EL	Radio - Inspect and Perform Software Update (0 - Introduction)	6 - Electrical and Body System	0.8 Hrs.
18-60-02-EM	Radio Software - Create USB Flash Drive From Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body System	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action
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