

NUMBER: 08-033-15 REV. B

GROUP: Electrical

DATE: November 13, 2015

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THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 08-033-15 REV. A, DATED AUGUST 11, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE, AN RRT AND NEW LOPS.**

****THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-112. ALL APPLICABLE UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UN-SOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. FOR VEHICLES NOT INCLUDED IN THE RRT VIN LIST, APPLICATION OF THIS SERVICE BULLETIN TO SOLD UNITS IS BASED UPON THE CUSTOMER EXPERIENCING THE SYMPTOM/CONDITIONS. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.****

SUBJECT:

Flash: RE2 RE3 RE4 RE6 RE7 RB4 RB5 RB6 RB4 Radio Enhancements

OVERVIEW:

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

MODELS:

2013-2014	(LD)	Dodge Charger
2013-2014	(LX)	Chrysler 300
2013-2015	(JC)	Dodge Journey

NOTE: This bulletin applies to vehicles equipped with one of the following radios:

UConnect Touch 8.4 CD/DVD/MP3/NAV (sales code RB4) (2014 and 2015 Model Year Only)

UConnect Touch 8.4 CD/DVD/MP3/NAV (sales code RB5)

UConnect Touch 8.4n CD/DVD/MP3/NAV (sales code RB6)

Media CTR 641N CD/DVD/MP3/NAV (Japan) (sales code RE4)

Media CTR 641N CD/DVD/MP3/NAV (S.K.) (sales code RE7)

UConnect Touch 8.4 CD/DVD/MP3 (sales code RE2)

UConnect Touch 8.4N CD/DVD/MP3 (sales code RE3)

UConnect Touch 8.4 CD/DVD/MP3 (sales code RE6)

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:

- Navigation screen locks up or display will be blank (Software has been updated to better address this condition).
- Navigation feature lockout disable (International Only) (Software has been updated to better address this condition).
- Intermittently the radio may reset (2014-2015 vehicles).
- Improve FM radio reception (This only applies to 2013 or 2014 LX vehicles with RE6, RB6 radios located in Dubai).
- Radio display screen shows "Test Mode".
- Navigation system may 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.
- Some functionality for Japanese and Korean - keyboard, search, sort and jump.
- 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 then 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 for the 2014-2015 vehicles, perform the repair using RRT Only LOP (18-19-XX-XX). For all other customers that describe the symptom/condition listed above, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Start the vehicle, turn the radio on and allow it to power up.
2. Does the vehicle have one of the following navigation radios, RB4, RB5, RB6, RE4, or RE7?
 - a. Yes >>> Proceed to [Step #3](#).
 - b. No >>> Proceed [Step #5](#).

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

3. Press the navigation screen button and attempt to access the navigation main menu system.
4. Is the radio stuck on the “Loading Please Wait” screen? See ([Fig. 1](#)).
 - a. Yes >>> The radio will have to 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 bulletin is now complete. The replacement radio will contain the latest software update.
 - b. No >>> Proceed to [Step #5](#) and perform the software update.



Fig. 1 System Loading Screen

5. Has a USB flash drive been created with the current software update?
 - a. Yes>>> Proceed to step [Step #9](#).
 - b. No>>> Proceed to step [Step #6](#).
6. Go to DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads to download the files.

7. 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.

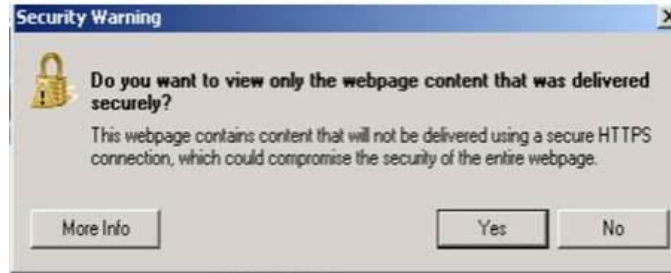


Fig. 2 Pop-up Security Message

NOTE: 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: Vehicles equipped with navigation radios will require two USB flash drives, one for the radio control head and one for the Garmin navigation system. All other vehicles will require just one USB flash drive for the radio control head update.

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. 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.
 - d. A blank USB flash drive will be needed, one for each radio update. 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, proper radio sales codes, and whether it is the radio control head or the Garmin Navigation update.
9. Install the correct USB flash drive containing the radio control head update into the USB port.
10. The screen will now display the current (old) and new software levels.

CAUTION: If the old radio software level is at or above the new software level, DO NOT perform the update.

- 11. Is the current/old radio control head software level at or higher than the new software level?
 - a. Yes >>> The radio control head is already up to date. Remove the USB flash drive and proceed to [Step #16](#).
 - b. No >>> Radio software needs to be updated, proceed to [Step #12](#).
- 12. 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.

- 13. When the update is completed, the screen will read “Reflash Successful”. Touch the screen and the radio will reboot.
- 14. 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.
- 15. Remove the USB flash drive from the USB port and proceed to [Step #16](#).
- 16. Does this vehicle have one of the following non-navigation radios, RE2, RE3, RE6 or RE7?
 - a. Yes >>> Only the radio control head needs to be updated, this bulletin is now complete.
 - b. No >>> The Garmin navigation system update needs to be performed, proceed to [Step #17](#).
- 17. From the navigation main menu screen, press the Settings screen button. See ([Fig. 3](#)).



Fig. 3 Settings Icon

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



Fig. 4 System Icon

19. Press the About screen icon, See (Fig. 5), and record the software version.



Fig. 5 About Icon

20. Is the software version lower than **6.22.**
 - a. Yes >>> Proceed to [Step #21](#) and perform the update.
 - b. No >>> The Garmin Navigation system is already up to date. The bulletin is now complete.
21. Insert the correct USB flash drive containing the Garmin Navigation update into the USB port.

22. The radio screen will now display one of two pop up screen see (Fig. 6) or (Fig. 7).



Fig. 6 Garmin Software Already Updated



Fig. 7 Garmin Software Needs Updating

- 23. Which screen does the radio currently display?
 - a. (Fig. 6) >>>The radio has the latest Garmin software installed. Press OK and proceed to [Step #27](#).
 - b. (Fig. 7) >>>Press Yes to continue and proceed with the Garmin software update, proceed to [Step #24](#).
- 24. 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.

25. 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.

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



Fig. 9 Update Complete

27. Remove the USB flash drive 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-GU	Radio, Software - Create USB Jump Drive From CD or Uconnect Website (One Time Only), (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
18-60-02-GV	Update Radio Software Only, (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
18-60-02-GW	Update, Radio and Navigation Software, (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs
18-60-02-HV	RRT ONLY 2014-2015 Update, Radio and Navigation Software, (0 - Introduction)	6 - Electrical and Body Systems	**0.4** Hrs

NOTE: The “One Time Only” LOP is used one time per dealer when downloading the software onto a USB flash drive. The dealer can only use the download LOP, one time for each of the radios listed.

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, 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