SERVICE BULLETIN

THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-042-17 REV. A, DATED MAY 31, 2017, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS** AND INCLUDE AN UPDATED BUILD DATE RANGE.

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-038. 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.

THE wiTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:
Flash: RE2 and RB5 Radio Enhancements

OVERVIEW:
This bulletin involves inspecting and if required, updating the radio software.

MODELS:

2017	(JC)	Dodge Journey

NOTE: This bulletin applies to vehicles within the following markets/countries: U.S. Only.

NOTE: **This bulletin applies to vehicles built on or after January 1, 2017 (MDH 0101XX) and on or before February 24, 2017 (MDH 0224XX)** equipped with one of the following radios:

- UConnect Touch 8.4 CD/DVD/MP3/NAV (Sales Code RB5).
- UConnect Touch 8.4 CD/DVD/MP3 (Sales Code RE2).

SYMPTOM/CONDITION:
A customer may experience no audible read-back when read-back option is enabled.

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed above are present, record the issues 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.

REPAIR PROCEDURE:

1. Take radio out of Shipping Mode, Press the driver side temperature up, driver side temperature down and the front defrost buttons together and hold for a period or 5 seconds or longer (Fig. 1) .

Fig. 1
Removing From Shipping Mode

2. Start the vehicle, turn the radio on and allow it to power up.

3. Has a USB flash drive been created with the current software update?

    a. Yes>>> Proceed to step Step 7.

    b. No>>> Proceed to step Step 4.

4. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.

5. 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.
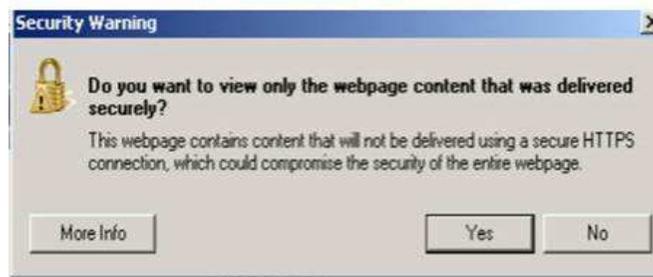

Fig. 2
Pop-up Security Message

NOTE: 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.

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.

6. 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.

7. Install the correct USB flash drive containing the radio control head update into the USB port
    (Fig. 3) .

Fig. 3
USB Port

8. 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.**

9. 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 13 to verify proper operation.
    b. No >>> Radio software needs to be updated (Fig. 4) , proceed to Step 10.
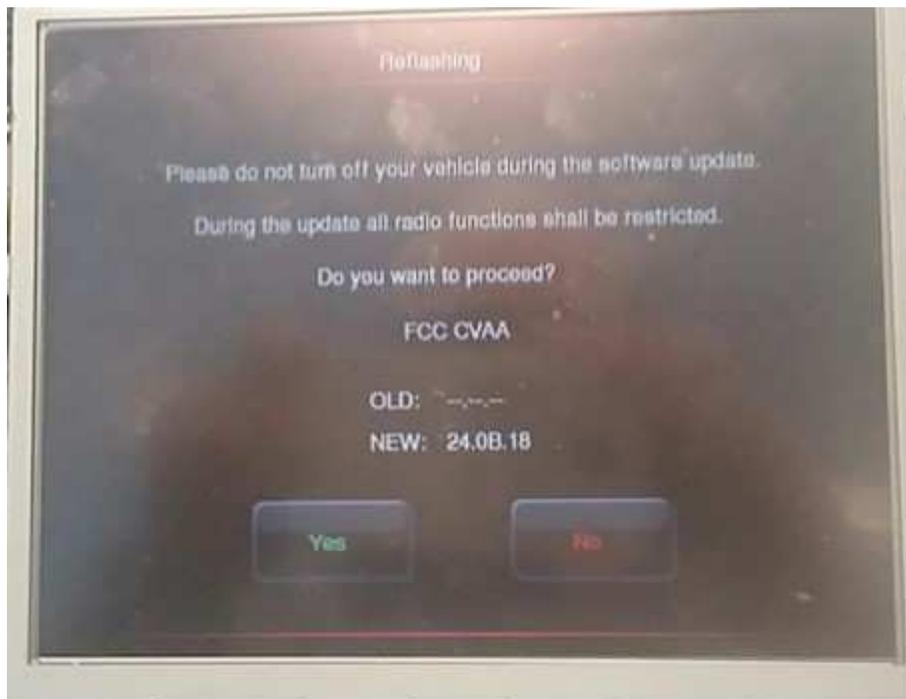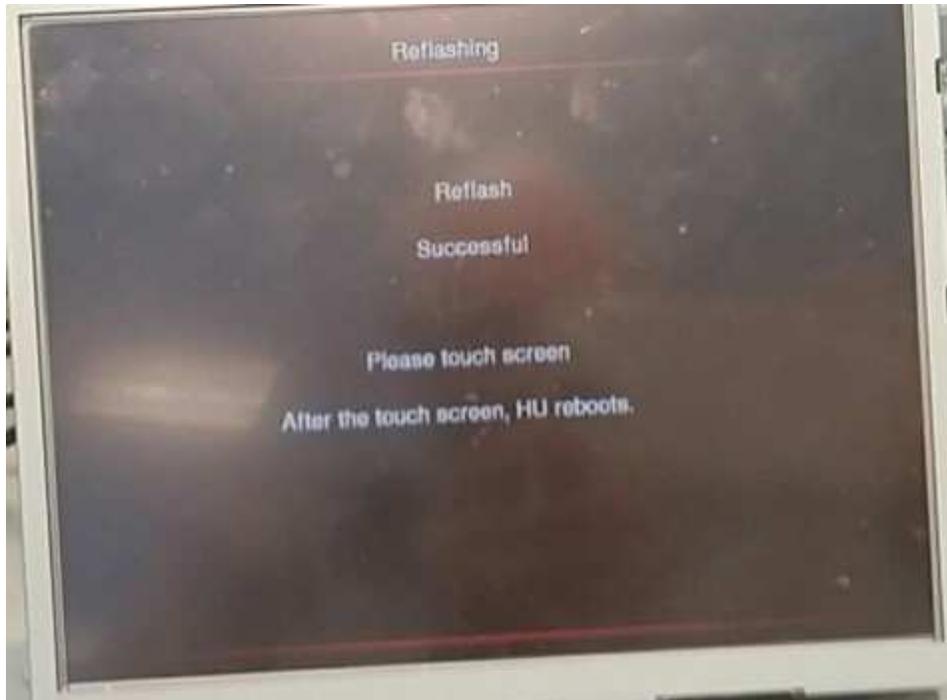

Fig. 4
Update Screen

10. 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.

11. When the update is completed, the screen will read "Reflash Successful". Touch the screen and the radio will reboot (Fig. 5) .

Fig. 5
Reflash Sucessful

12. Remove the USB flash drive from the USB port.

13. To test for a successful flash, enable FCC setting from the Accessibility menu (Setting ->Accessibility ->Read back main Cabin) (Fig. 6) .

Fig. 6
Testing The Flash

14. Insert a DVD into the radio for testing.
15. Touch any function button on the DVD screen, you should hear the button pressed (Fig. 7) .

Fig. 7
Functional Test

16. The update process is successful, remove the DVD and turn off the vehicle.
17. This bulletin has been completed, use LOP (18-60-02-MQ) for inspection from Step #9a to close the active RRT.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-MR	Inspect and Update Radio Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-MS	Radio Software - Create USB Jump Drive From Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-MQ	Inspect Radio Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 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 depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C's must be supplied.
- The failure code "RF" (Required Flash) can no longer be used on Service Bulletin flashes. The "RF" failure code can only be used on RRT.
- The "RF" failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.

CC	Customer Concern
RF	Required Flash