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GROUP: Electrical

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-033. 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:

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:

- 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)	68236603AA	Update disc, Control head.
1 (AR)	68236606AA	Update disc, Navigation.

NOTE: Only one of each update disc is required. Each disc may be used to service multiple vehicles. Warranty will only cover one of each update disc per dealer.

REPAIR PROCEDURE:

1. Start the vehicle, turn the radio ON and allow it to power up.
2. Install the correct control head update disc into the radio CD drive.
3. The screen will now display the old and new software level, XX.XX.XX to 13.35.61.
4. Is the radio software level at or higher than the update to software level?
 - a. Yes <<< The radio has the updated software level already in it. Use the proper LOP (18-60-02-BH) listed on this RRT to close this service action.
 - b. No <<< Radio software needs to be updated, proceed to [Step #5](#).

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

5. To start the update press the soft key “Yes” on the screen that display 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 20 minutes, once the update has been started no other actions are required.

6. When the update is completed, the screen will read “Reflash Successful”. Touch the screen and the radio will reboot.
7. The screen will now show the old and new software, press “No” on the screen to eject the disc.
8. Put the radio into dealer mode by press the drives Temp up and down and the front defrost all at the same time until the dealer mode screen is displayed.
9. Press the soft key “Garmin Recovery Update” to begin the navigation update, see (Fig. 1).



Fig. 1 Press Garmin Recovery Update to begin update

1 - Press soft key to begin

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10. To update the navigation system, insert the disc into the CD drive(Fig. 2).



Fig. 2 Insert update when this screen is displayed

1 - Insert the update disc into the CD drive

11. This is the first step in the update, System recover. When this part is done the pop up will no longer be displayed. This will only take a few minutes.
12. To continue press the "Back" soft key in the upper left hand corner of the screen (Fig. 3).



Fig. 3 This screen will be displayed next

1 - Pop up

2 - Soft key, back button

13. This screen will be displayed when the update is being down loaded, see (Fig. 4).



Fig. 4 This screen will be displayed next

1 - Loading software

14. When the software has completed down loading, the screen will change to the Garmin main screen, see (Fig. 5).



Fig. 5 Update has been completed

1 - Navigation has been updated

15. Eject the update disc, the software update is completed.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-BH	Check, Radio and Nav Software (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
18-60-02-BJ	Update Radio and Nav Software (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs

NOTE: The expected completion time for the flash download portion of this procedure is approximately 20 minutes. Actual flash download times may be affected by vehicle connection.

FAILURE CODE:

ZZ	Service Action
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