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GROUP: Electrical

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-032-15 (RRT 14-063), March 31, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES ADDITIONAL SYMPTOM ENHANCEMENTS, SOFTWARE AND LABOR OPS.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 15-083. 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:

RE9 Radio Software Enhancements

OVERVIEW:

This bulletin involves updating the radio and navigation software, if required.

MODELS:

2013-2015	(JC)	Dodge Journey (China Only)
2013-2014	(LX)	Chrysler 300 (China Only)

NOTE: **This bulletin applies to vehicles within the following markets/countries: China.******

NOTE: This Bulletin applies to vehicles equipped with Media CTR 641N CD/DVD/MP3/NAV (sales code RE9)

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).******
- Incorrect symbols displayed when entering destination using QWERTY keyboard ******(Software has been updated to better address this condition).******
- Navigation feature lockout disable.
- Navigation system 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.
- Add China phone book search.
- Some functionality changes for China- 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 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.
- 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 all vehicle systems are functioning as designed. If 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. Start the vehicle, turn the radio ON and allow it to power up.
2. Press the navigation screen button and attempt to access the navigation main menu screen.
3. 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. Please use LOP **18-60-02-GS** to close out the RRT portion of this bulletin.
 - b. No >>> Proceed to [Step #4](#) and perform the software update.



Fig. 1 System Loading Screen

4. Has a USB flash drive been created with the current software update?
 - a. Yes >>> Proceed to [Step #10](#).
 - b. No >>> Proceed to [Step #5](#).
5. Using Wi-tech, navigate to the Radio ECU details and record the ECU part number.
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.

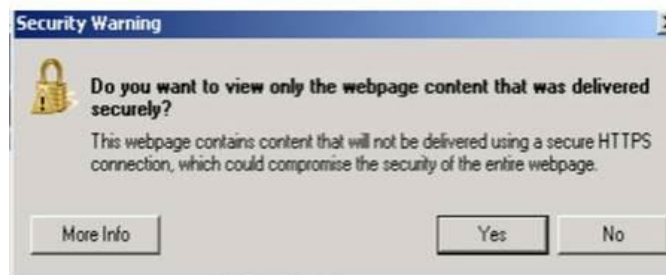


Fig. 2 Pop-up Security Message

NOTE: 2 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 2 separate USB flash drives. One for the radio control head update 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. If the Service Manager or Shop Foreman can't download the software, an update disc can be ordered when available.

- 8. If multiple files are available for the selected VIN, use the radio ECU part number recorded in [Step #5](#) to select the correct software packages. See ([Fig. 3](#)) and ([Fig. 4](#)) for the location of the part number information.



Fig. 3 Uconnect Main Portal Screen

1 - Radio Part Number Location

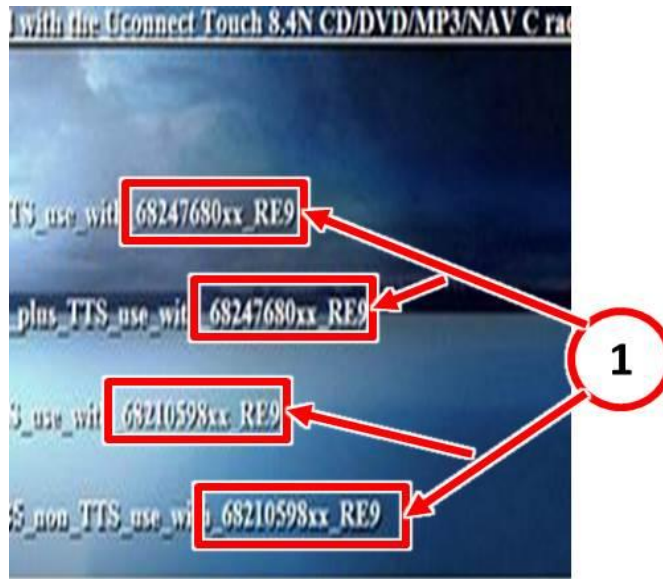


Fig. 4 Radio Software Selections

1 - Radio ECU Part Numbers

NOTE: Radio part numbers ending in XX indicate any letter combination AA through AN.

9. 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 software update file. Additional files 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, radio sales codes and/or part numbers.
10. Start the vehicle, turn the radio on, and allow it to power up.
11. Install the correct USB flash drive containing the radio control head update into the USB port.
12. The screen will now display the current and new software levels.

CAUTION: If the current radio software level is at or higher than the level on the USB flash drive, DO NOT perform the update.

13. Is the current radio software level at or higher than the software level on the USB flash drive?
 - a. Yes >>> The radio control head is already up to date. Remove the USB flash drive and proceed to [Step #18](#)
 - b. No >>> Radio software needs to be updated, proceed to [Step #14](#).
14. 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 20 minutes to complete. Once the update has been started no other actions are required to complete it.

15. When the update is completed, the screen will read “Reflash Successful”. Touch the screen and the radio will reboot.
16. 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.
17. Remove the USB flash drive from the USB port and proceed to [Step #18](#)
18. From the navigation main menu screen, press the Settings screen button. See ([Fig. 5](#))



Fig. 5 Settings Icon

19. Press the System Icon. See ([Fig. 6](#))



Fig. 6 System Icon

20. Press the About screen icon, see (Fig. 7), and record the software version.



Fig. 7 About Icon

21. Is the current software version ****6.22**** or higher?
 - a. Yes >>> The Garmin Navigation system is already up to date. The bulletin is now complete, use the correct LOP listed below to close the active RRT.
 - b. No >>> Proceed to [Step #22](#) and perform the software update.
22. Insert the correct USB flash drive containing the Garmin Navigation update into the USB port.
23. The radio screen will now display one of two pop up screen see ([Fig. 8](#)) or ([Fig. 9](#))



Fig. 8 Garmin Software Already Updated



Fig. 9 Garmin Software Needs Updating

24. Which screen does the radio currently display?
 - a. (Fig. 8) >>> The radio has the latest Garmin software installed. Press OK and proceed to [Step #28](#).
 - b. (Fig. 9) >>> Press Yes to continue and proceed with the Garmin software update.
25. 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.
26. This next screen will be displayed when the update is being down loaded, see (Fig. [10](#))



Fig. 10 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.

27. When the software has completed down loading, the screen will change to the Garmin main screen, see (Fig. 11)



Fig. 11 Update Complete

28. 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-GR	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-GS	Check, Radio and Nav Software (No Update Required) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
18-60-02-GT	Update Radio and Nav Software (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs

NOTE: The expected completion time for the flash download portion of this procedure is approximately 15 minutes. Actual flash download times may be affected by vehicle connection.

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