

NUMBER: 08-066-14

GROUP: Electrical

DATE: August 08, 2014

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-063. 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:

Flash: RE9 Radio Enhancements

OVERVIEW:

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

MODELS:

2013-2014 (JC) Journey (China only)

NOTE: This Bulletin applies to vehicles built on or before June 30,2014 (MDH 0630XX) and equipped with Media CTR 641N CD/DVD/MP3/NAV (China) (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.
- 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:

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)	Disk N/A (See Note Below)	Update Disc Not Yet Available

NOTE: Note: Software updates are now available for download to a USB stick on the Uconnect web site and can be used instead of ordering a disc. The website will show the latest software level for each VIN and should be used to ensure that the latest software update is being used.

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-CD 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 stick 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.

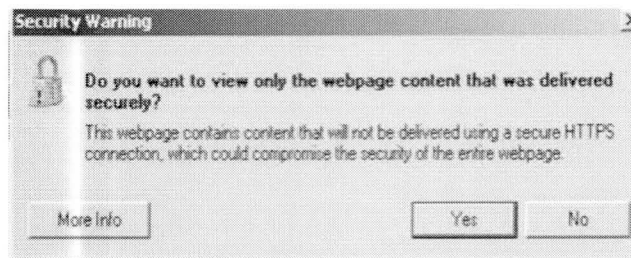


Fig. 2 Pop-up Security Message

NOTE: A Blank USB stick must be used to download the software. Only one software update can be used on one USB memory stick. One USB stick can be used to service multiple vehicles.

NOTE: This radio update will require the use of 2 separate USB sticks. One for the radio control head 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.

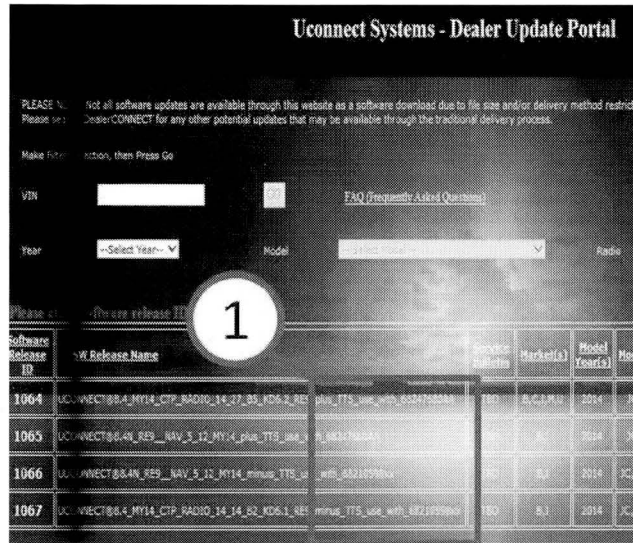


Fig. 3 Uconnect Main Portal Screen

1 - Radio Part Number Location



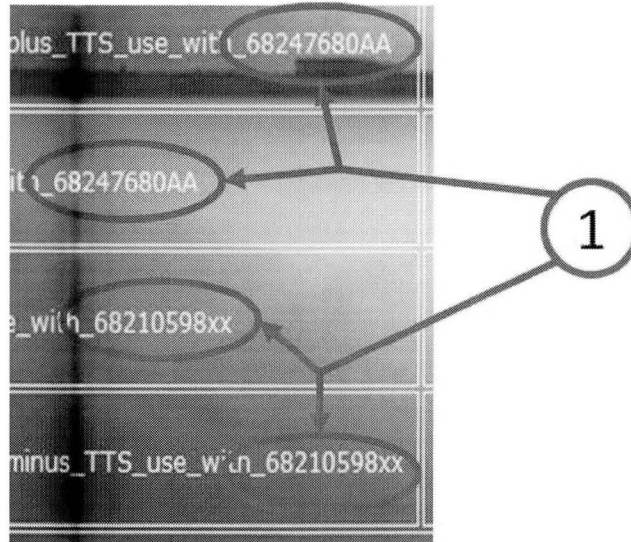


Fig. 4 Radio Software Selections

1 - Radio ECU Part Numbers

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

9. To download the software files to a USB stick, follow the on screen instructions and perform the following.
 - a. Acquire a blank USB stick 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 stick will be needed one for each radio update, additional updates can not be on the same USB stick.
 - e. Once the file is saved to the USB stick, it is recommended you physically label the USB stick with the bulletin number, radio sales codes and/or part numbers.
10. Install the correct USB stick containing the radio control head update into the USB port.
11. The screen will now display the current and new software levels.

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

12. Is the new software level at or lower than the current software level in the radio?
 - a. Yes <<< The radio control head is already up to date. Remove the USB stick and proceed to Step #17
 - b. No <<< Radio software needs to be updated, proceed to Step #13.
13. 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.

14. When the update is completed, the screen will read "Reflash Successful". Touch the screen and the radio will reboot.
15. 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.
16. Remove the USB stick from the USB port and proceed to Step #17
17. From the navigation main menu screen, press the Settings screen button. See (Fig. 5)



Fig. 5 Settings Icon

18. Press the System Icon. See (Fig. 6)



Fig. 6 System Icon

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

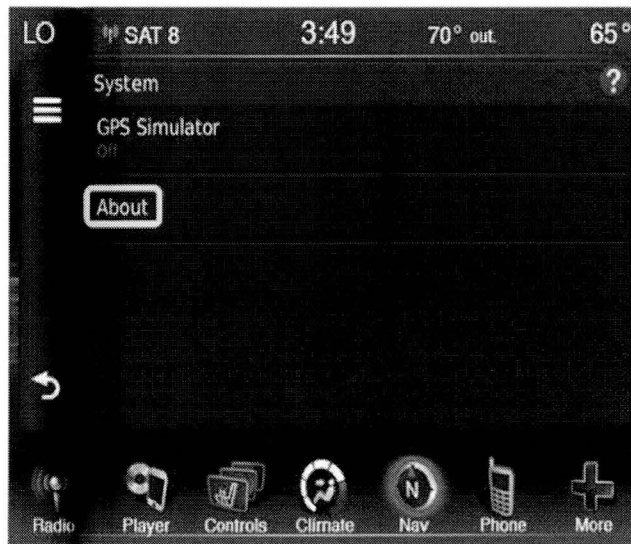


Fig. 7 About Icon

20. For **2013** Model Year vehicles, is the software version 4.30 or earlier?
 - a. Yes <<< Proceed to Step #22 and perform the software update.
 - b. No <<< The Garmin Navigation system is already up to date. The bulletin is now complete.
21. For **2014** Model Year vehicles, is the software version 5.12 or earlier?
 - a. Yes <<< Proceed to Step #22 and perform the software update.
 - b. No <<< The Garmin Navigation system is already up to date. The bulletin is now complete.
22. Insert the correct USB stick 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

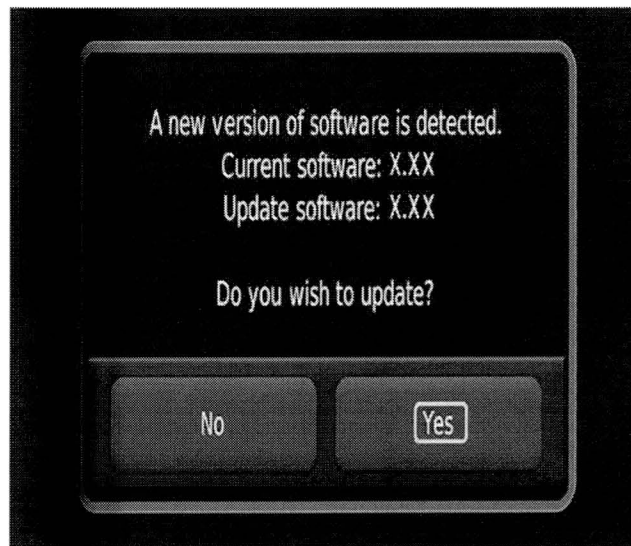


Fig. 9 Garmin Software Needs Updating

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 stick and cycle the key. The bulletin is now complete.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor	Description	Skill Category	Amount
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Operation No:			
18-60-02-CS	Radio, Software. Create USB stick from Uconnect website All Radios (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
18-60-02-CD	Check, Radio and Nav Software (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
18-60-02-CE	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 20 minutes. Actual flash download times may be affected by vehicle connection.

FAILURE CODE:

ZZ	Service Action
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