



Software update instruction manual

## Radio Software Update Instructions

It is important to read the instructions below completely before undertaking the task of updating the radio software. If you do not feel comfortable with this task, simply call your local Chrysler/Ram/Dodge/Jeep dealer to make a service appointment. Your dealer will perform this service for you free of charge.

**WARNING:** This procedure requires the engine to be running for up to 25 minutes. The vehicle must be located in an area with adequate ventilation. Failure to have adequate ventilation could cause a build-up of carbon monoxide and/or low oxygen levels. Do not attempt to perform this procedure in an enclosed garage or parking structure.

**CAUTION:** The software update procedure takes 25 minutes. You must allow 30 minutes to perform this software update.

**CAUTION:** Do not drive the vehicle while the radio software update is being performed.

**CAUTION:** Do not perform this radio software update while the vehicle is parked over combustible material (tall grass, brush, leaves, etc.). The exhaust pipe temperatures could cause a fire.

**CAUTION:** Be sure that there is at least  $\frac{1}{4}$  tank of fuel before perform this software update.

**CAUTION:** Do not leave the vehicle unattended while performing this software update. An unattended running vehicle may result in vehicle theft. Also, a running unattended vehicle may violate state and/or local laws.

**CAUTION:** Do not install the supplied USB drive into any other FCA vehicles. Permanent radio damage to those vehicles may occur. Discard the supplied USB drive after the radio software in the intended vehicle has been updated.

1. Apply the parking brake to ensure there is no unintended vehicle movement.
2. Start the engine.
3. On the 6.5-inch radio touchscreen, select “Controls” (Figure 1).



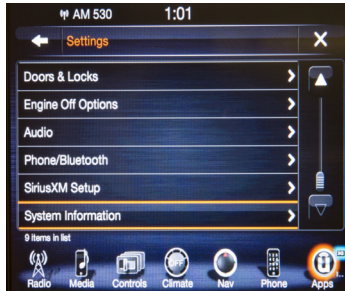
**Figure 1 – Select “Controls”**

4. Select “Settings” (Figure 2).



**Figure 2 – Select “Settings”**

5. Scroll down and select “System Information” (Figure 3).



**Figure 3 – Select “System Information”**

6. Read the “Software Version” to verify the current software version to determine if, and how to proceed (Figure 4).



**Figure 4 – Read “Software Version”**

**For 2015 model year vehicles**, if the current radio software version is at 15.21.37 or higher, no further action is required. If the current radio software version is lower than 15.21.37, proceed to Step 7.

7. With the engine running and the touchscreen on, insert the USB drive supplied with this notification into the Media Hub (Figure 5).



**Figure 5 – Radio Screen**

**NOTE: Other Media ports in the vehicle which supply a charge for devices will not accept the software update.**

8. Once you insert the USB drive into the Media Hub, the radio screen will display the comparison of current and new software versions based upon a data scan of the USB drive (Figure 1):

**For 2015 model year vehicles**, if the current radio software version is at **15.21.37 or higher**, no further action is required, the radio software version is correct. Press the soft key **“NO”**. Remove and discard the USB drive from the Media Hub.

**For 2015 model year vehicles**, if the current radio software version is **lower than 15.21.37**, continue with Step 9 of this procedure.

9. Press **“YES”** on your vehicle’s touchscreen to start the radio software update. The radio will reset and change to a light grey color, and cycle through a number of screens and progress bars, as the software update proceeds.

**IMPORTANT NOTE: Do not cycle the ignition status, touch the radio screen or remove the USB drive during the radio software update process.**

10. The radio software update may take up to 25 minutes to complete.

**IMPORTANT NOTE: If the radio software update process is interrupted, aborted or failed, the process should be restarted.**

11. After the radio software update is complete, do not remove the USB drive. The radio will resume and after a few minutes, the touch screen will display a comparison of the radio software levels again.

**IMPORTANT NOTE: The radio screen will take a few minutes to display the software level again.**

12. Select and Press **“NO”** on the vehicle touchscreen.

**IMPORTANT NOTE: Selecting “YES”, when the software levels match, will restart the radio software update process. Interrupting this process may result in Error Conditions.**

- 13.** Turn off the vehicle ignition.
- 14.** If your vehicle is equipped with the Safety and Driver Assistance Feature, continue to Step 15, otherwise your software update is complete.
- 15.** FCA recommends the following steps to ensure your system settings for Safety and Driver Assistance Features (if equipped) are set according to your preferences:
  - a.** Turn the ignition “ON”.
  - b.** Select “Controls” from the main menu.
  - c.** Select “Settings”.
  - d.** Select “Safety and Driving Assistance”.
  - e.** Touch the check box next to the “Lights and Chime” to activate the blind spot and or
  - f.** Select the “Lights + Chime” button on the touch screen to active the blind spot chime.
  - g.** Press the “back arrow” button on the touch screen.
  - h.** Your software update is complete.

If you have trouble with the software update,  
please contact Uconnect Care at 877-855-8400.