FCA
FIAT CHRYSLER AUTOMOBILES

Revised September 2015

Dealer Service Instructions for:

Safety Recall R40 / NHTSA 15V-461
Radio Security Vulnerability

NOTE: Revised the instructions to include steps for an Unsuccessful Software Update "Error Condition and Remedies".

Models

2013 – 2015	**(DS / DD / DJ / DP / D2) RAM Trucks**
	(ZD) Dodge Viper
2014 – 2015	**(KL) Jeep® Cherokee**
	(WD) Dodge Durango
	(WK) Jeep® Grand Cherokee
2015	**(LA) Dodge Challenger**
	(LD) Dodge Charger
	(LX) Chrysler 300
	(UF) Chrysler 200

*NOTE: This recall applies only to the above vehicles equipped with a Uconnect 8.4" screen radio (**sales code RA3 or RA4**) built through July 23, 2015 (**MDH 072314**).*

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Subject

The radios on about 1,410,000 of the above vehicles have certain software security vulnerabilities which could allow unauthorized third-party access to some networked vehicle control systems. Exploitation of the software security vulnerabilities could lead to exposing the driver, the vehicle occupants or any other individual or vehicle with proximity to the affected vehicle to a potential risk of injury.

Repair

The radio software must be updated to remove the security vulnerability condition.

Parts Information

No parts are required to perform this service procedure.

Parts Return

No parts return required for this campaign.

Special Tools

The following special tools are required to perform this repair:

➢ NPN   wiTECH VCI Pod Kit

➢ NPN   Laptop Computer

➢ NPN   wiTECH Software

➢ NPN   USB Flash Drive (4 gb or larger)

> ## Service Procedure

1. Use the following procedure to create a USB flash drive with the new radio software:

   a. Go to DealerCONNECT .

   b. Select the "**Service**" tab.

   c. Select "**Uconnect Information & Utilities**" from the list.

   d. Select "**Uconnect Dealer Software Downloads**" and down load the radio software files.

   e. If a security message appears "Do you want to view only the web page content that was delivered securely" press "No" to continue.

   NOTE: A blank USB flash drive must be used to down load the software. Only one software update file can be used on one USB flash drive. There are four different software update files:

   - ➢ **2013 and 2014 model year vehicles with sales code RA3.**

   - ➢ **2013 and 2014 model year vehicles with sales code RA4.**

   - ➢ **2015 model year vehicles with sales code RA3.**

   - ➢ **2015 model year vehicles with sales code RA4.**

   NOTE: If the software cannot be down loaded, verify for the proper security access.

   - ➢ **Acquire a blank USB flash drive with at least 4 gb of space.**

   - ➢ **Download the software update file to a local PC's desktop.**

   - ➢ **Be sure to extract the file before copying it to the blank USB flash drive.**

   - ➢ **A blank USB flash drive will be needed for each of the two radio updates. Multiple updates cannot be on the same USB flash drive.**

   - ➢ **Once the file is saved to the USB flash drive, label the USB flash drive with the corresponding model year and radio sales code.**

Service Procedure (Continued)

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

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 ¼ 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 USB Drive into any other FCA vehicles. Permanent radio damage to those vehicles may occur.

2. Apply the parking brake to ensure there is no unintended vehicle movement.

3. Start the engine.

4. On the 8.4-inch radio touchscreen, select "Controls" (Figure 1),

Figure 1 – Select "Controls"

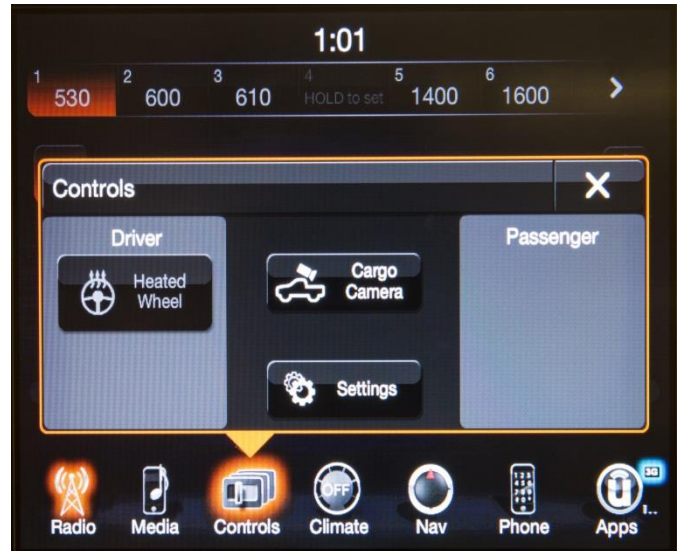Service Procedure (Continued)

5. Select "Settings" (Figure 2).

Figure 2 – Select "Settings"

6. Scroll down and select "System Information" (Figure 3).

Figure 3 – Select "System Information"

Service Procedure (Continued)

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

➢ **For 2015 model year vehicles**, if the current radio software is at 15.17.5 or higher, no further action is required. If the current radio software is lower than 15.17.5, proceed to Step 8.

➢ **For 2013 through 2014 model year vehicles**, if the current radio software level is at 15.26.1 or higher, no further action is required. If the current radio software level is lower than 15.26.1, proceed to Step 8.

8. With the engine running and the touchscreen on, insert the USB drive into the Media Hub (Figure 5).

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

   NOTE: The Media Hub is located:

   ➢ RAM Trucks - In the center console lid compartment
   ➢ Dodge Durango - In the cubby under radio, in front of shifter center console
   ➢ Jeep Grand Cherokee - In the cubby under radio, in front of shifter center console
   ➢ Dodge Viper – In the back panel between driver & passenger seats, above cup holders
   ➢ Dodge Challenger – In the In center console
   ➢ Dodge Charger - In the center console
   ➢ Chrysler 200 – In the center console, after sliding back cup holder
   ➢ Chrysler 300 - In the center console storage bin.

Figure 4 – Read "Software Version"
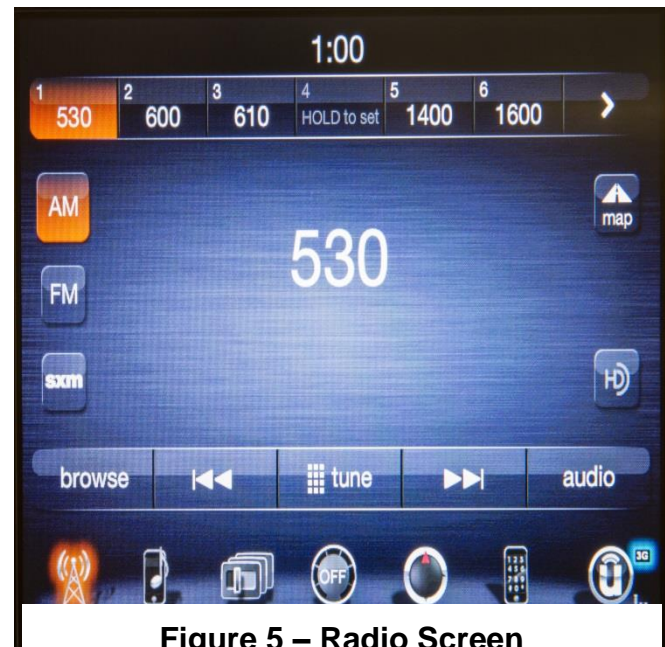
Figure 5 – Radio Screen

Service Procedure (Continued)

9. Once you insert the USB drive into the Media Hub, the radio screen will display the comparison of current and new software levels based upon a data scan of the USB drive:

    ➢ **For 2013 through 2014 model year vehicles**, if the current radio software level is at **15.26.1 or higher**, no further action is required, the radio software level is correct. Press the soft key **"NO"**. Remove the USB drive from the Media Hub.

    ➢ **For 2013 through 2014 model year vehicles**, if the current radio software level is **lower than 15.26.1**, continue with Step 10 of this procedure.

    ➢ **For 2015 model year vehicles**, if the current radio software level is at **15.17.5 or higher**, no further action is required, the radio software level is correct. Press the soft key **"NO"**. Remove the USB flash drive from the Media Hub.

    ➢ **For 2015 model year vehicles**, if the current radio software level is **lower than 15.17.5**, continue with Step 10 of this procedure.

10. 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.

11. 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. Please see step 17 "Error Condition and Remedies" that could appear if the software update does not load correctly.

12. 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.

13. 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.
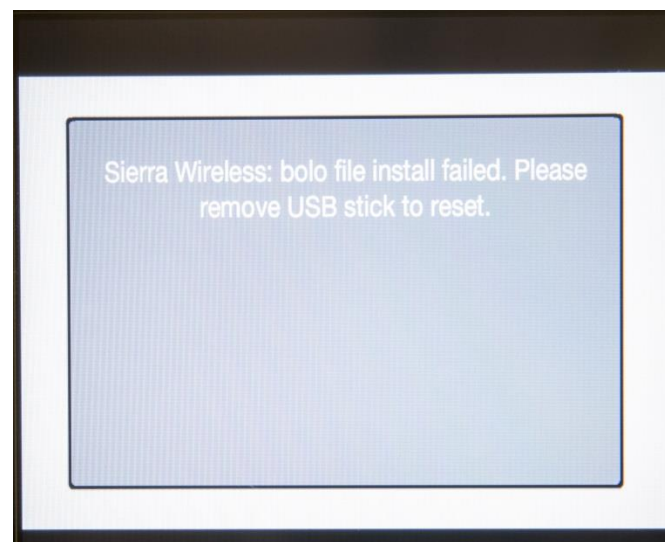
14. Turn off the vehicle ignition.

15. If your vehicle is equipped with the Safety and Driver Assistance Feature, continue to step 16, otherwise your software update is complete.

16. 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.

    Note: Step 17 is only required if an Unsuccessful Software Update occurs.

17. Unsuccessful Software Update "Error Condition and Remedies":

    In some cases, the software update procedure may result in an Error Condition during the process. If this occurs, the following steps should be taken to recover and complete the software update procedure.

Figure 6 – Error Condition

    a. If the screen in figure 6 appears on the touch screen, remove the USB drive from the Media Hub.

Service Procedure (Continued)

b. After you remove the USB drive, the touchscreen will show several changes in screen color as part of the recovery process. This is part of the normal recovery process sequence. (Figure 7)
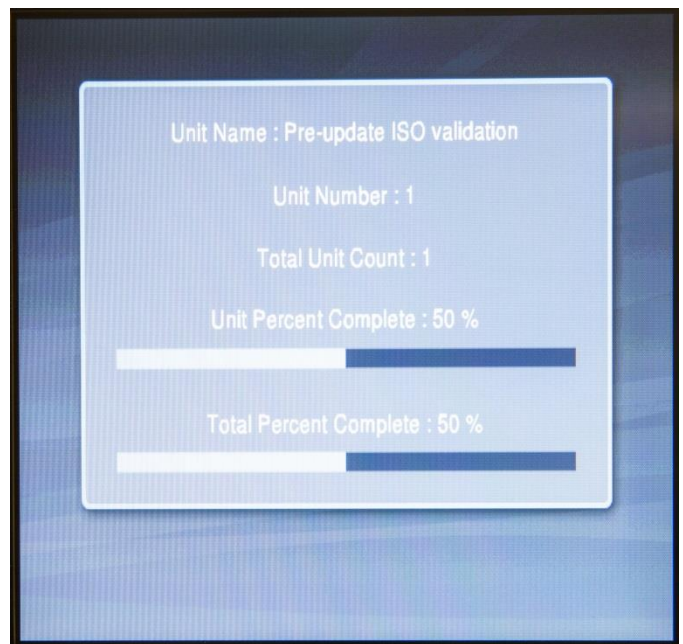
c. Keep the vehicle running.

Figure 7 – Recovery Process

d. Next, re-insert the same USB drive included in this mailing, into the Media Hub USB port. The software will resume automatically.

e. Please watch the status of the progress bar. When the screen displays "Unit Number 1", **<u>REMOVE THE USB DRIVE</u>** from the Media Hub (Figure 8).

Figure 8 – "Unit Number 1" Displays

Service Procedure (Continued)

f. Wait momentarily until the screen indicates to "Please insert update USB", then insert the USB drive into the Media Hub.

g. The radio system will turn off, and restart automatically, and the Uconnect start-up screen will appear. (Figure 9).

h. When the next screen displays the comparison of the current and new software levels again, press **"YES"** to continue the update process.
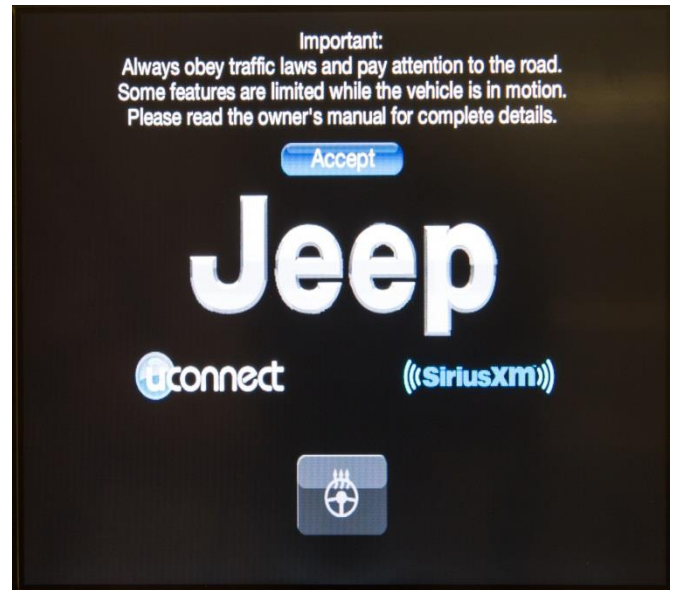
Figure 9 – Uconnect Start-up Screen

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims submitted will be used by FCA to record recall service completions and provide dealer payments.

Use <u>one</u> of the following labor operation numbers and time allowances:

	Labor Operation Number	**Time Allowance**
Inspect radio software level	18-R4-01-81	0.2 hours
Reprogram radio software	18-R4-01-82	0.4 hours

Related Operations

Create USB Jump Drive from CD or UCONNECT Website	18-R4-01-50	0.2 hours

NOTE: The Related Operation LOP may only be used once for each software update file download. There are four different software update files.

Add the cost of the recall parts package plus applicable dealer allowance to your claim.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select "Global Recall System" on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Enclosed with each owner letter is an Owner Notification postcard to allow owners to update our records if applicable.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an <u>updated</u> VIN list of <u>their incomplete</u> vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the **"Service"** tab and then click on **"Global Recall System."** Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

Dealers <u>must</u> perform this repair on all unsold vehicles *before* retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

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Customer Services / Field Operations
FCA US LLC

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