Dealer Service Instructions for:

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

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)

2. With the engine running and the radio powered "**ON**", insert the correct USB flash drive that contains the correct new radio software (based on the vehicle sales code) into the USB hub.

3. The next radio screen will display the old and new radio software levels:

   ➢ For 2013 through 2014 MY vehicles, if the radio software level is at **15.26.1 or higher**, no further action is required. Press the soft key "**NO**" and remove the USB flash drive from the USB hub. Then return the vehicle to the customer.

   ➢ For 2013 through 2014 MY vehicles, if the radio software level is **lower than 15.26.1**, continue with Step 4 of this procedure.

   ➢ 2015 MY vehicles, if the radio software level is at **15.17.5 or higher**, no further action is required. Press the soft key "**NO**" and remove the USB flash drive from the USB hub. Then return the vehicle to the customer.

   ➢ 2015 MY vehicles, if the radio software level is **lower than 15.17.5**, continue with Step 4 of this procedure.

4. Press the soft key "**YES**" to start the radio software update.

   NOTE: Do not cycle the ignition or touch the radio during the radio software update process.

5. The radio software update may take up to 20 minutes to complete. No other input is required to complete the radio software update.

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

6. After the radio software update is complete, the radio screen will display the radio software level again.

Service Procedure (Continued)

7. Press the soft key "**NO**" and turn "**OFF**" the vehicle.

8. Open and close the driver's door and allow the "BUS to go to sleep."

9. Cycle the ignition again, turn the ignition "**ON**", then back to "**OFF**". Open and close the driver's door and let the "BUS go to sleep." This will complete the radio software update.

10. Remove the USB flash drive from the USB hub.

11. Return the vehicle to the customer.

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
Create USB Jump Drive from CD or UCONNECT Website	18-R4-01-83	0.2 hours

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 underlined updated VIN list of their incomplete 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 must 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.

Customer Services / Field Operations
FCA US LLC