Dealer Service Instructions for:

Safety Recall W32 / NHTSA 20V-191
VP4 Radio Software

NOTE: Added NEW information on pages 4, 5, 8, 10 and 11

Remedy Available

2019 - 2020 (DF) Ram 3500 10,000 Lb. Cab Chassis

2019 - 2020 (DJ) Ram 2500 Pickup

2019 - 2020 (DT) Ram 1500 Pickup

*NOTE: This recall applies only to the above vehicles equipped with an 8.4" radio display (**sales code RFL**).*

NOTE: Some vehicles above may have been identified as not involved in this recall and therefore have been excluded from this recall.

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 radio on about 19,855 of the above vehicles may be equipped with a radio that may allow for the rear view camera to be displayed longer than the time allowed per FMVSS No. 111.

The condition above fails to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) No. 111, Rear Visibility, S6.2.4 Linger time requires that "The rearview image meeting the requirements of S6.2.1 and S6.2.2 shall not be displayed after the backing event has ended." S4. Definitions, "Backing event" is defined as "an amount of time which starts when the vehicle's direction selector is placed in reverse, and ends when the vehicle forward motion reaches a continuous duration of 10 seconds." In certain situations, the rearview image in suspect vehicles will linger until a drive cycle ends, which can be longer than 10 seconds. **If the rearview image is displayed after the backing event has ended, a driver may be distracted by the image which can cause a vehicle crash without prior warning.**

Repair

The radio software will need to be inspected and if required updated on all of the above-mentioned vehicles.

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 is required to perform this repair:

➢ NPN   wiTECH micro pod II

➢ NPN   Laptop Computer

➢ NPN   wiTECH Software

➢ NPN   USB Flash Drives (8 GB or larger)

Service Procedure

A. Inspect the radio software version

1. Turn the ignition to the "RUN" position.

2. Turn the radio to the "ON" position.

3. Press and hold the two lower corners of the radio display screen simultaneously until the "**Dealer Mode**" screen appears, approximately seven seconds, and then release the buttons.

4. Select "**Radio Part Information**".

5. Is the radio "**Application Version**" **MR27.4, MR28.3, or MR28.32 for 8.4" radio and NR28.1, LR30.21, LR30.22, and LR33.3 for 12" radio**? (Figure 1).

   ➢ **NO -** The radio software is current. **No further action required**.

   NOTE: Uconnect website might indicate a software update is available for radio's that have software IR22.6 or lower, if it does <u>do not update the software</u>.

   ➢ **YES -** **There is** radio software update available. Please continue to section **B. <u>Software Download</u>**
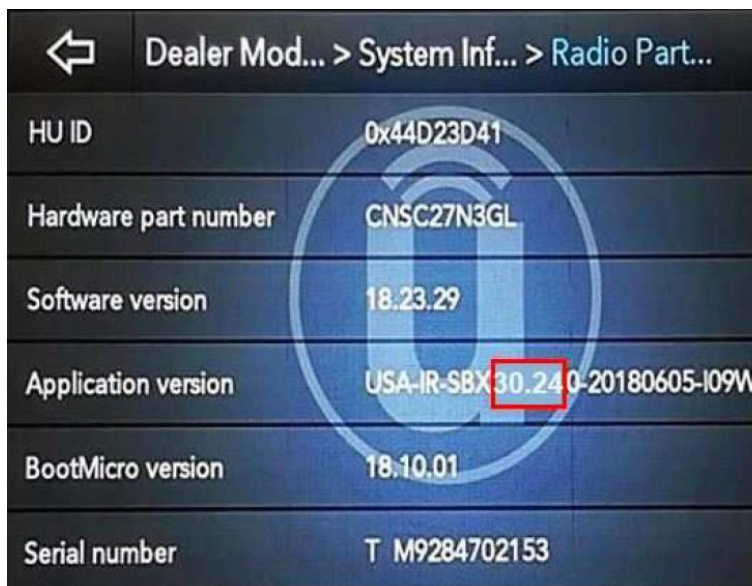

Figure 1 – Application Version Display

Service Procedure (Continued)

NOTE: Before software reflash, please enter the Dealer Mode ->Connectivity screen verify MSISDN and ICCID numbers. If those 2 fields are blank, do NOT proceed with the software reflash process, order a replacement. Replace radio under warranty, use Inspect LOP to close recall (Figure 2 and 3).
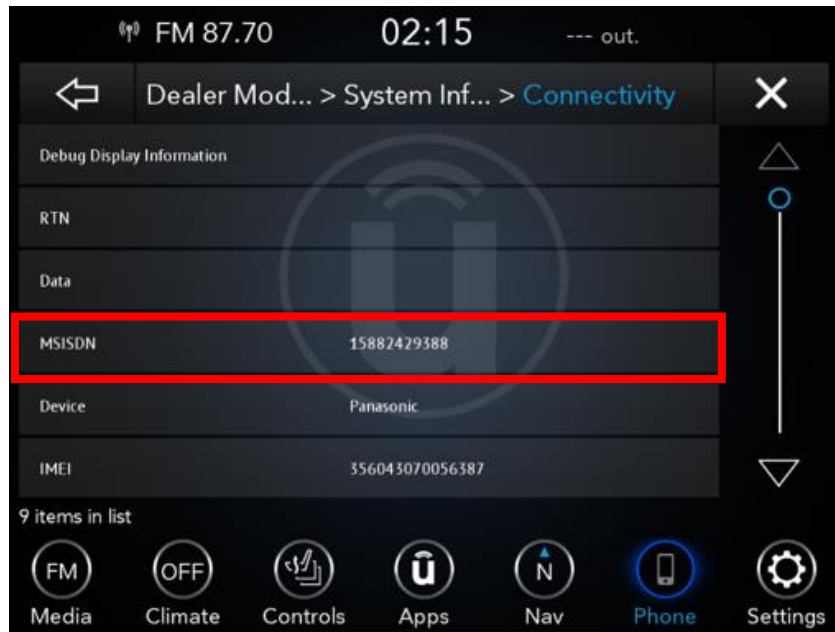

Figure 2 – MSISDN Information

Figure 3 – ICCID Information

Service Procedure (Continued)

B. <u>Software Download</u>

1. To download the Software Update to a USB Flash Drive it must:

   ➢ A USB Flash Drive must be at least 8 GB or higher.

   ➢ The flash drive **must not** contain any files (including documents, music, or pictures).

2. Plug the flash drive into the computer and make sure it is active and ready to use. Record the name of the USB flash drive and the drive location.

3. Format the USB flash drive (FAT32).

4. Confirm that there are no files or folders on the USB Flash drive. This is done to ensure that there are no conflicting files that may interrupt the software update process.

5. Leave the USB Flash drive in the computer and proceed to the next step.

6. Go to Dealer CONNECT.

7. Select the **"Service"** tab.

8. Select **"Uconnect" from the Uconnect Command Center**.

9. Select **"Uconnect Dealer Software Downloads".**

Service Procedure (Continued)

NOTE: If a security message appears 'Do you want to view only the web page content that was delivered securely?" select "NO" and continue (Figure 2).

Figure 2 – Security Warning

10. Enter the VIN into Dealer Update ePortal and select "Go".

11. Select Software Release ID.

12. Select the "**MAC**" operating system (OS) only (Figure 3).

NOTE: Be sure to download the file to your designated folder before extracting the zip file to the blank USB flash drive.

13. Select the download directly to your browser.

14. Select the downloaded file and extract the file to the jump drive record the campaign number on the jump drive.

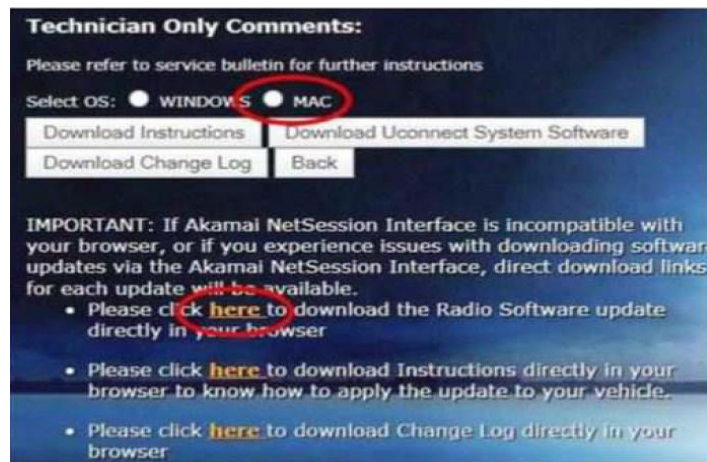15. Safely remove the jump drive from your computer.

Figure 3 – Operating System Selection

A blank USB flash drive will be needed for each radio update; additional updates cannot be on the same USB flash drive.

Unzip all the files to the root folder of USB flash drive. Files should not be within a zip folder.

Service Procedure (Continued)
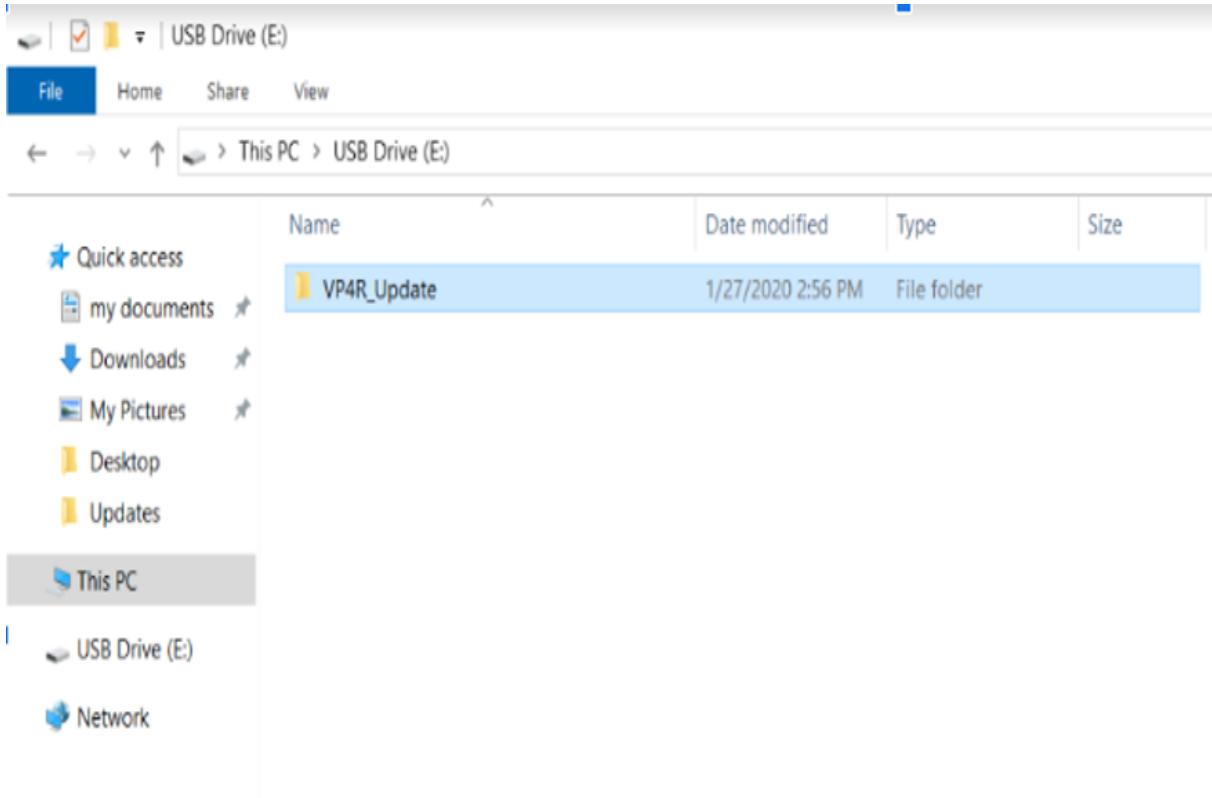
NOTE: The jump drive should look like (Figure 6).

Figure 6 – Jump Drive Mapping

16. Proceed to update the radio software file on the vehicle in section **C. <u>Radio Software Update.</u>**

> ## Service Procedure (Continued)

C. <u>Radio Software Update</u>

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

   NOTE: Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

   CAUTION: Make sure no other device is plugged into any of the USB ports while performing the software update. If other devices are connected to the USB ports during the software update, it may cause failure to the files to be loaded which may cause radio damage and will need to be replaced.

2. Remove all devices (SD, USB, and AUX) from the media hub.

3. Insert the USB flash drive containing the downloaded software into the vehicle USB port.

4. Turn the ignition to the "**ON**" position.

5. Turn the radio to the "**ON** "position.

6. If the current version" and "Update To" are the same Press "OK" and remove the USB flash drive (Figure 4).
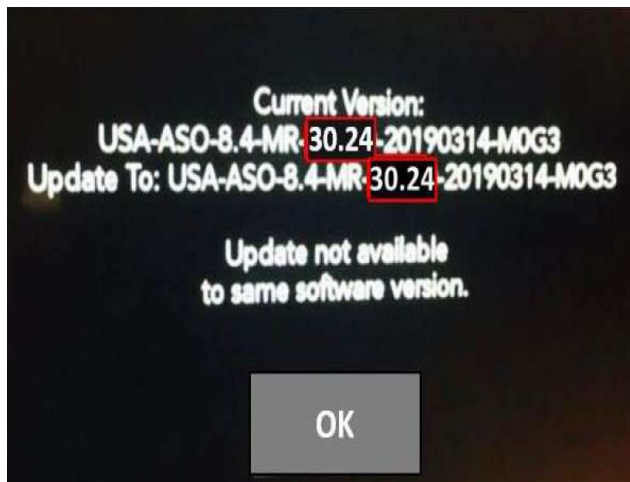

Figure 4 – Update Screen

   NOTE: The software update screen may take up to a minute before it is displayed. If the software update is not displayed, cycle the ignition to the "OFF" position and then to the "RUN" position.

Service Procedure (Continued)

7. If the screen displays "**Cannot Update Software**" the USB flash drive was not set up correctly. Use a top name brand USB and create a new flash drive and start the update again (Figure 8).

   NOTE: If you receive an Error 01 message, verify the USB was created properly. If error persists reformat the drive and begin again.
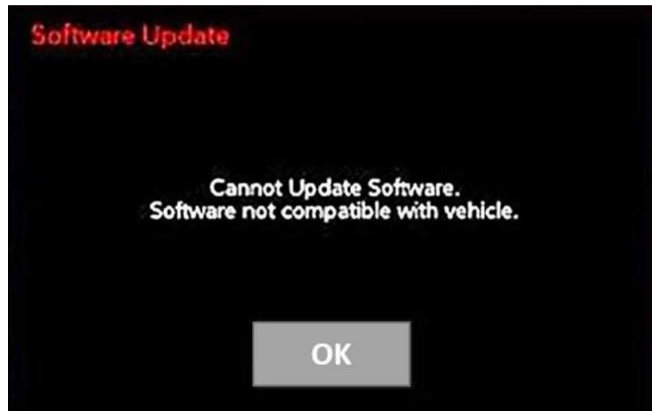

Figure 8 – Software Not Compatible

8. Select the '**Update Now**" button (Figure 9).

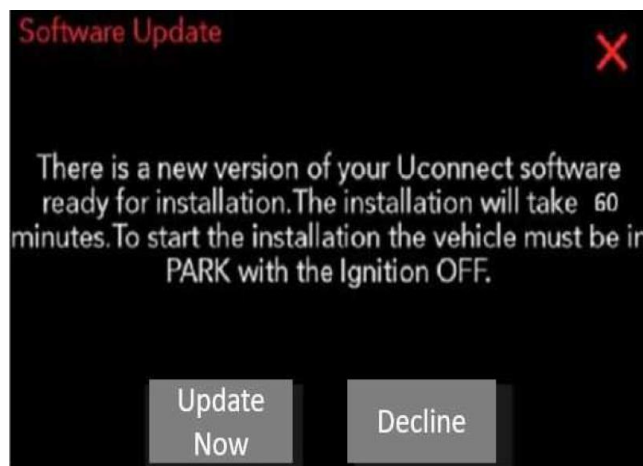   **NOTE: Do not turn off the ignition or remove the USB until you see the update NOT available screen**

9. Updating screen will be displayed (Figure 10).

Figure 9 – Software Selection

Figure 10 – Updating Screen

Service Procedure (Continued)

---

10. The radio will reboot and the update will begin. The update should only take 20 minutes, the timer on the screen may display the incorrect time remaining (Figure 11).

    Note: If the radio update fails along the way you may receive an Error message on the screen; DO NOT remove the USB at this time. The radio will roll back to the previous software level and attempt the radio update up to three times. Please allow up to 15 minutes for the rollback to occur before the update retries.

Figure 11 – Software Update Progress

11. After the update has completed, the radio will shut down. With the USB flash drive still inserted in the USB port. If the radio has been updated correctly, the screen will be displayed. Press "OK" and remove the USB flash drive (Figure 12).

    NOTE: The vehicle may require a 40-minute sleep cycle to return to full functionality.

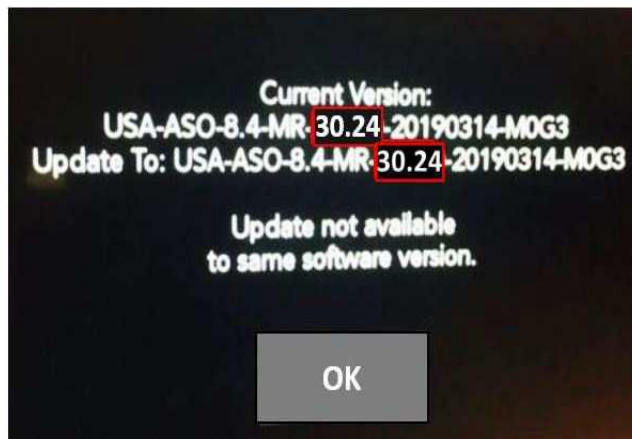12. Start a wiTECH session and clear fault codes.

Figure 12 – Software Updated Screen

NOTE: After performing the radio update, the radio display screen may have a ghost image that will not clear, even after turning off the ignition. This ghost image may appear on any radio screens selected. Do not replace the radio for this concern. Other features that may be unavailable would include apps, performance or off-road pages, and connectivity. Turn the vehicle off and allow the radio and vehicle to enter a full power down cycle. A full power down cycle may take between 45 to 60 minutes.

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 paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect radio software	18-W3-21-81	0.2 hours
Inspect and reprogram radio software (Uconnect Sales Code UAV)	18-W3-21-82	0.4 hours
Inspect and reprogram radio software (Uconnect Sales Code UCV)	18-W3-21-83	0.4 hours

Related Operation

Create USB Jump Drive from Uconnect UAV Vehicles (One Time Only)	18-W3-21-50	0.2 hours
Create USB Jump Drive from Uconnect UCV Vehicles (One Time Only)	18-W3-21-51	0.2 hours

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.

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.

Customer Services / Field Operations
FCA US LLC

YOUR SCHEDULING OPTIONS

1. **RECOMMENDED OPTION**
   Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership

2. **Call the FCA Recall Assistance Center at 1-800-853-1403.** An agent can confirm part availability and help schedule an appointment

3. **Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity. The last eight characters of your VIN are provided above.

DEALERSHIP INSTRUCTIONS
Please reference Safety Recall W32.

IMPORTANT SAFETY RECALL

VP4 Radio Software

Dear [Name],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

FCA US has decided that certain [2019 – 2020 Model Year (DF) Ram 3500 10K Lb. Cab Chassis, (DJ) Ram 2500 Pickup, and (DT) Ram 1500 Pickup] vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No.111, Rear Visibility.

It is extremely important to take steps now to repair your vehicle to ensure the safety of you and your passengers.

WHY DOES MY VEHICLE NEED REPAIRS?

The radio in your vehicle [1] may under certain circumstances, continue to display the rearview image until a drive cycle ends. **If the rearview image is displayed after the backing event has ended, a driver may be distracted by repeatedly and/or continuously shifting attention in attempt(s) to cancel the image which can cause a vehicle crash without prior warning.**

HOW DO I RESOLVE THIS IMPORTANT SAFETY ISSUE?

FCA US will repair your vehicle [2] free of charge (parts and labor). To do this you have two options. First, you can take your vehicle to your dealer and your dealer will reprogram the radio with updated software. Second, your vehicle's radio software can be reprogramed remotely using Firmware Over The Air (FOTA) technology which will become available starting in May or sooner.

For more information: Visit **https://www.youtube.com/watch?v=ZNad3kwXeBA** for details on how to update your radio. By selecting the remote FOTA technology option to update your radio software, a visit to your dealership will not be necessary. When prompted, simply select "Update Now" on your radio display to update the software at your convenience.

If you would like to have your dealer perform the repair, the estimated repair time is about a half hour. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

TO SCHEDULE YOUR <u>FREE</u> REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit **www.fcarecallreimbursement.com** to submit your reimbursement request online. [3] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the recall repair performed.

We apologize for any inconvenience, but are sincerely concerned about your safety. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC

Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] If your dealer fails or is unable to remedy this defect without charge and within a reasonable time, you may submit a written complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave., S.E., Washington, DC 20590, or you can call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to safercar.gov.

[3] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

<u>Note to lessors receiving this recall notice:</u> Federal regulation requires that you forward this recall notice to the lessee within 10 days.