



NUMBER: 08-034-13

GROUP: Electrical

DATE: May 11, 2013

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-033. 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:

RA3 And RA4 Radio Enhancements

OVERVIEW:

This bulletin involves upgrading the software on the SMART TOUCH 3 AM/FM/SAT/BT/VOICE and the SMART TOUCH 4 AM/FM/SAT/BT/NAV/VOICE Radio's.

MODELS:

2013 (DX) 1500 Ram Pickup (Mexico Market Only)

NOTE: This bulletin applies to vehicles equipped with SMART TOUCH 3 AM/FM/SAT/BT/VOICE (sales code RA3) or SMART TOUCH 4 AM/FM/SAT/BT/NAV/VOICE (sales code RA4) built between September 21, 2012 (MDH 0921XX) and February 25, 2013 (MDH 0225XX).

SYMPTOM/CONDITION:

A customer may experience, one or more of the following conditions:

- No audio for incoming calls.
- Voice commands not available or acknowledged by the system.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available check for DTC's. If Audio DTC's are present record them on the repair order and repair as necessary before proceeding further with this bulletin.

REPAIR PROCEDURE:

1. Have the USB update memory sticks been created?
 - a. Yes >>> Proceed to [Step #8](#)
 - b. No >>> Proceed to [Step #2](#)
2. Access the following FTP address : <ftp://ftp.is.chrysler.com/>
3. To log on to this FTP server, type in the following user name and password; User name: mxinvoic, Password: WM2JgTjs.

- Click on the Star Center directory (Fig. 1).

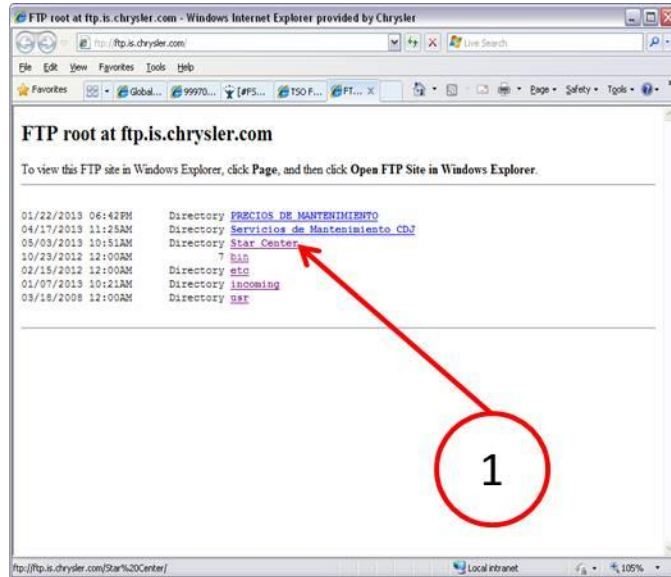


Fig. 1 FTP Site

1 - Star Center

- Select Radio Directory (Fig. 2).

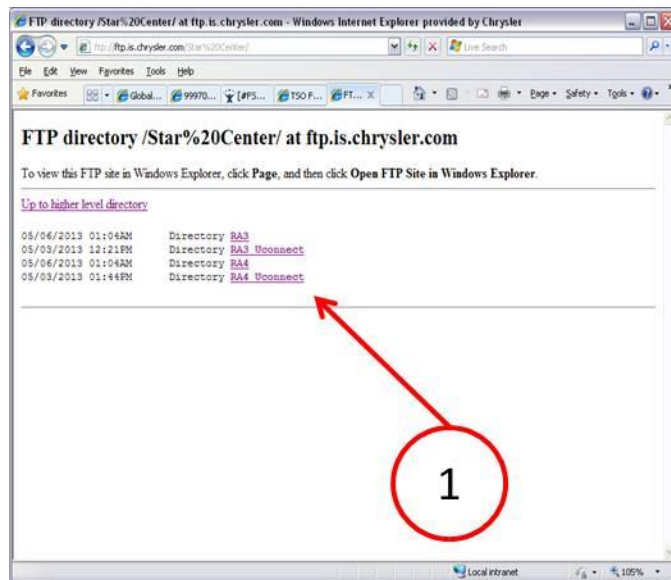


Fig. 2 FTP Site

1 - Radio Directory

- Select "swdl.iso" flash file (Fig. 3).

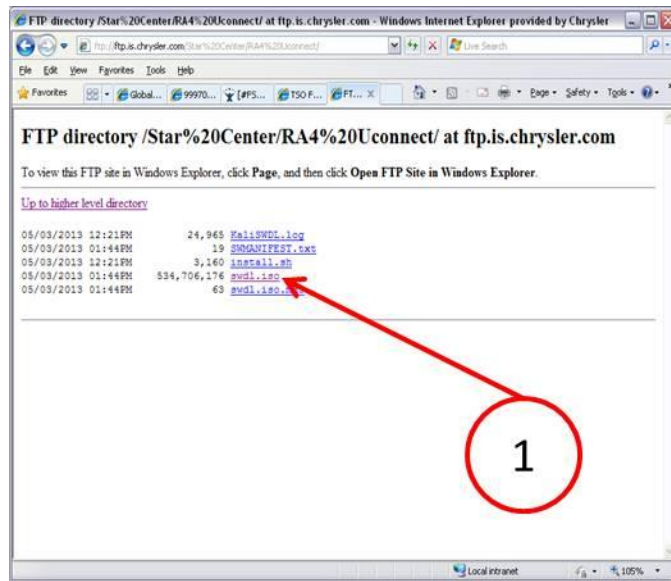


Fig. 3 FTP Site

1 - Flash File "swdl.iso"

NOTE: The file for the radio needs to be saved on separate USB update memory stick.

7. Save the file on one USB update memory stick in the root directory.
8. Turn the engine on and check if the vehicle is still in ship mode. This will be displayed in the Electronic Vehicle Information Center (EVIC).
9. Is the vehicle still in Ship Mode?
 - a. Yes >>> Proceed to [Step #10](#)
 - b. No >>> Proceed to [Step #11](#)
10. Press and hold the 'Enter/Browse' button and the 'Front Defrost' (about 5 seconds) until "Ship Mode" is no longer displayed on the instrument cluster.
11. With the engine running and radio powered on, insert the **correct** USB Stick with new software into USB hub.

CAUTION: If the incorrect USB update stick is used it may cause the radio to lock up. Check the vehicles sales code to determine which radio is being updated, RA3 or RA4.

12. The next screen display will have the old and new software levels. The radio will be updated to 13.07.7.
13. Press the soft key "Yes" to start the update

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.

14. The update may take 35 minutes, no other actions will be needed.
15. After the update is done, the screen will display the software levels again.
16. Press "No" and turn off the vehicle.
17. Remove the USB update stick, the bulletin has been completed.

NOTE: If the vehicle needs to be put back into Ship Mode, press and hold the 'Enter/Browse' button and the 'Front Defrost' (about 5 seconds) until "Ship Mode" is displayed on the instrument cluster.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-60-02-J9	Radio, Check Software Level and Perform Software Update (0 - Introduction)	0.2 Hrs.
18-60-02-K9	Radio, Software - Create USB Jump Drive from Web site (One Time Only) software (0 - Introduction)	0.2 Hrs

NOTE: Software down load Labor Operation Number (LOP) can only be used once.

FAILURE CODE:

ZZ	Service Action
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