



**NUMBER:** 08-026-13

**GROUP:** Electrical

**DATE:** April 19, 2013

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**SUBJECT:**

RA3 And RA4 Radio Enhancements

**OVERVIEW:**

This bulletin involves upgrading the software on the RA3 or RA4 Radio.

**MODELS:**

2013 (DS) 1500 Ram Pickup (U.S. only)

**NOTE: This bulletin applies to vehicles sold in the U.S. market and built before February 22, 2013 (MDH 0222XX) 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).**

**SYMPTOM/CONDITION:**

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

- Loss of the vehicle position on the navigation map.
- Vehicles Icon changes on the navigation map.
- Compass direction maybe incorrect.
- Touch screen turns off, shuts down

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available. 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. Has the USB update memory sticks been created?
  - a. Yes >>> Proceed to [Step #3](#)
  - b. No >>> Proceed to [Step #2](#)
2. Go to DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads to down load the files.

**NOTE: A Blank USB stick must be used to down load the software. 2 USB sticks will be needed, one for RA3 and one for RA4 software.**

**NOTE: If the dealer cannot download the software, send the Star center an e-mail (Open a Technical Assistance request ticket) requesting a USB stick. A USB stick with the updated software will be sent to the dealer.**

3. 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).
4. The vehicle must be in Customer Mode to update the radio. Is the vehicle in Ship Mode?
  - a. Yes >>> Proceed to [Step #5](#)
  - b. No >>> Proceed to [Step #6](#)
5. 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, see ([Fig. 1](#)).



***Fig. 1 Take Vehicle Out Of Ship Mode***

1 - Press and hold these buttons, to put the vehicle in and out of ship mode.

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6. 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.**

7. The next screen display will have the old and new software levels. The radio will be updated to 13.06.02.
8. 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.**

- 9. The update may take 35 minutes, no other actions will be needed.
- 10. After the update is done, the screen will is display the software levels again.
- 11. Press “No” and turn off the vehicle. Open the drivers door and let the Buss go to sleep. This will complete the radio update.
- 12. 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:***

<b>Labor Operation No:</b>	<b>Description</b>	<b>Amount</b>
18-60-02-A9	Radio, Check Software Level and Perform Software Update (0 - Introduction)	0.3 Hrs.
18-60-02-9Z	Radio, Check Software Level and Perform Software Update, (First Time Only) (0 - Introduction)	0.6 Hrs

**NOTE: The “First Time Only” LOP is used one time per dealer when down loading the software onto a USB stick. The dealer can use the LOP, one time for the RA3 and one time for the RA4 software down load.**

***FAILURE CODE:***

ZZ	Service Action
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