THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-049-13 REV. A, DATED AUGUST 01, 2013, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS** AND INCLUDES ADDING VEHICLES AND CHANGING THIS TO AN RRT STATUS.

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-056. 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 RA3 or RA4 Radio.

MODELS:

2013	(DS)	Ram 1500 Pickup
**2013	(DD)	Ram 3500 Cab Chassis**
**2013	(DJ)	Ram 2500 Pickup**
**2013	(DX)	Ram Truck (Mexico)**
**2013	(DP)	Ram 4500/5500 Cab Chassis**
**2013	(D2)	Ram 3500 Pickup**
2014	(WK)	Grand Cherokee

NOTE: This bulletin applies to vehicles built on or before June 15, 2013 (MDH 0615XX) equipped with Uconnect 8.4A AM/FM/BT/ACCESS (sales code RA3) or Uconnect 8.4AN AM/FM/BT/ACCESS/NAV (sales code RA4).

SYMPTOM/CONDITION:
A customer may experience, one or more of the following conditions.

- Radio reset, screen lockup, blank screen or sluggish system response time.
- Loss of vehicle position on NAV map.
- Compass indicator turns off.

- Erratic changes to vehicle icon on NAV map.
- Touch screen shut down message.
- Radio surround sound will not stay ON.
- Driver memory feature causes Sirius XM failure.
- Loss of radio presets.
- Battery drain - due to radio remains on.
- Uconnect apps don't load.
- AM/FM popping noises and/or static.
- Backup camera display is blank.

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.

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure.

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: 2 updated disc have been sent to the dealers, care of the service manger. These disc can be used in case of the Uconnect web site being slow to respond. On the disc there will be files that contain software updates for this and other radio updates. Also there will be instructions on the disc to help dealers download the software to USB memory sticks.

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 down load the software, make sure you have proper security access. If not have the Service Manager or Shop Foreman down load the software update. If the Service Manager or Shop Foreman can't down load the software. For U.S. dealers the Service Manager or Shop Foreman will need to open a "Request Technical Assistance" ticket with the Star center. Canadian dealers will need to call Technical Hotline (English 1-800-361-2702, French 1-800-361-1702). If a USB stick with the updated software is required.

NOTE: • **Acquire a blank USB stick with at least 1 GB of space**
- **Download the software update file to your local pc's desktop**
- **Be sure to extract the file before copying it to the blank USB**
- **2 blank USB stick will be needed one for each radio update, both updates can not be on the same USB stick.**
- **Once the file is saved to the USB, it is recommended you physically label the USB with the bulletin number and radio sales code.**

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 13.19.00.
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:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-A9	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-02-9Z	Radio, Check Software Level and Perform Software Update, (First Time Only) (0 - Introduction)	6 - Electrical and Body Systems	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