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GROUP: Electrical

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-049-13 REV. D, DATED SEPTEMBER 09, 2013, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS AND INCLUDES REMOVING CANADIAN VEHICLES OFF THE RRT VIN LIST.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) **13-071. 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 RA4 RJ3 RJ4 RG3 RG4 Radio Enhancements

OVERVIEW:

This bulletin involves inspecting and updating the radio software, if required.

MODELS:

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

WARNING:**This software may change temperature control function on vehicles equipped with single zone air conditioning (sales code HAA). With this software and HAA climate controls. If the vehicle is set to Metric mode and the radio display screen is set on 'Climate' the center stack hard buttons and the touch screen soft buttons may function intermittently. The slider bar will function correctly while on the 'Climate' screen. All temperature controls will function as expected when not on the 'Climate' screen**.

WARNING:**For all markets with Metric as the default mode, it is important that you indicate this behavior to the customer before performing the update. Please inform customers of the improvements identified in the symptom list of this bulletin and that the benefits of the software update far outweigh this minor inconvenience. Software to correct this condition is currently under development as will be released as soon as it is available**.

NOTE: This bulletin applies to vehicles built on or before November 01, 2013 (MDH 1101XX) equipped with one of the following radios.

- Uconnect 8.4A AM/FM/BT/ACCESS (sales code RA3).
- Uconnect 8.4AN AM/FM/BT/ACCESS/NAV (sales code RA4).
- Uconnect 8.4 AM/FM/DAB/BT/VOICE (sales code RG3).
- Uconnect 8.4AN AM/FM/DAB/BT/NAV/VOICE (sales code RG4).
- Uconnect 8.4 AM/FM/BT (sales code RJ3).
- Uconnect 8.4N AM/FM/BT/NAV(sales code RJ4).

SYMPTOM/CONDITION:

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

- Radio reset, screen lockup, blank screen or sluggish system response time.
- Compass indicator turns off.
- 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.
- Compass direction may be incorrect.
- Vehicle's Icon changes on the navigation map.
- Loss of vehicle position on NAV map.
- "Vehicle Phone Requires Service" message appears on 8.4" screen.
- Nav turn-by-turn enhancements.
- Nav map guidance enhancements.
- Nav text overlaps in detour menu.
- Nav map, vehicle location enhancements in areas with low GPS signals.
- Navigation shows vehicle in San Antonio, TX.
- Screen only displays startup Logo.
- Screen Half Black Half White after update.

- Radio locked up after attempting to update with a corrupted or incorrect USB update stick.
- Phone/Navigation Overlay Screen Freeze (WK only).
- Heated seat controls through radio do not function/display correctly during startup.
- Speed controlled volume not functioning correctly.
- Steering Wheel Control operation corrected at startup.
- Tuner mutes on startup.
- HD now defaults to 'OFF' for reduced complaints about 'channel switching'.
- "LO" temps displayed upon each vehicle start*.
- HMI Lock up in SXM mode after ignition cycle.
- Voice Recognition (VR) enhancements.
- Point of interest screen locks up.
- Error message when plugging in iPod.
- Balance/fade setting changes after ignition cycle.
- Clock enhancements.
- Phone book enhancements.
- Rear climate control display frozen.
- Translation enhancements.
- Erratic pop ups in HMI.
- Added Teleprompter.
- Blue tooth, phone, iPod, auto streaming, connecting/disconnecting enhancements.
- Phone quality and pairing enhancements.
- Audio control locked after using VR feature.
- Travel link enhancements.
- **ALL SYMPTOM BELOW ARE INTERNATIONAL ONLY**
- Backup camera active guide lines are missing.
- Sound horn when locking, missing.
- Erratic Interior ambient lamp menu being displayed.
- Remove auto entry/exit from menu.
- Remove hill start assist from menu, when not available.
- Russian keyboard enhancements.
- Polish text update.
- Black screen intermittently displayed.
- VR teleprompter translations.
- Splash screen not showing after remote unlock.
- Translation enhancement for Spanish, German, French and Russian.
- Russian letters are in caps when they should be in lower case.
- Parkview/Parksense translations in Russian.
- Nav locks up when Russian is selected.
- VR Spanish language talks to fast when giving instructions.
- Arabic language added to some features (RJ3 RJ4 radios only).
- VR enhancements for Russian.
- Route guiding enhancements.
- HVAC display enhancements.

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.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	68236171AA	RA3 update disc
1 (AR)	68236172AA	RA4 update disc
1 (AR)	Will be updated with the part number, when parts are available.	RJ3 update disc
1 (AR)	Will be updated with the part number, when parts are available.	RJ4 update disc
1 (AR)	Will be updated with the part number, when parts are available.	RG3 update disc
1 (AR)	Will be updated with the part number, when parts are available.	RG4 update disc

NOTE: Note: Software updates are now available for download to USB on the Uconnect web site and can be used instead of ordering a disc.

NOTE: If ordering a disc, only one update disc is required and each disc may be used to service multiple vehicles. Warranty will only reimburse one of each update disc per dealer.

REPAIR PROCEDURE:

1. Has the USB update memory stick been created?
 - a. Yes >>> Proceed to [Step #4](#).
 - b. No >>> Proceed to [Step #2](#).
2. Go to DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads to down load the files.
3. **If a securely message appears "Do you want to view only the webpage content that was delivered securely?" press "NO" to continue, see ([Fig. 1](#))**.

NOTE: A Blank USB stick must be used to down load the software. Only one software update can be used on one USB memory stick.

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, an update disc can be ordered. If using a CD to down load the software follow the instruction on the CD to properly transfer the correct software to a USB stick.

- NOTE:**
- Acquire a blank USB stick with at least 4 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
 - A 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.



Fig. 1 Pop-up Security Message

**** If you get this Pop-up, select "NO" to continue**.**

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4. 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).
 5. The vehicle must be in Customer Mode to update the radio. Is the vehicle in Ship Mode?
 - a. Yes >>> Proceed to [Step #6](#).
 - b. No >>> Proceed to [Step #7](#).
 6. 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. 2](#))



Fig. 2 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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7. With the engine running and radio powered on, insert the **correct** USB Stick with new software into USB hub.
 8. The next screen display will have the old and new software levels. The RA3 and RA4 radio will be updated to 13.38.52. RJ3, RJ4, RG3 and RG4 will be update to 13.39.51.

CAUTION: **The customer may have already updated there radio. If the software is at or higher then the levels listed above, this service action has been completed. Use the proper LOP (18-60-02-AB) listed on this RRT to close this service action.**

9. Press the soft key "Yes" to start the update

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

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

10. The update may take 35 minutes, no other actions will be needed.
11. After the update is done, the screen will display the software levels again.
12. Press "No" and turn off the vehicle. Open the drivers door and let the Bus go to sleep. This will complete the radio update.
13. 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-AB	Radio, Inspect Software Level and, Perform Software Update if Needed (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-AC	Radio, Software - Create USB Jump Drive, (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs

NOTE: The "One Time Only" LOP is used one time per dealer when down loading the software onto a USB stick. The dealer can only use the down load LOP, one time for each of the radios.

FAILURE CODE:

ZZ	Service Action
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