CHRYSLER
DODGE
Jeep
RAM
SERVICE BULLETIN

NUMBER: 08-055-13

GROUP: Electrical

DATE: July 30, 2013

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-053. 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 Soft Touch SAT Button Does Not Work

OVERVIEW:
This bulletin involves updating the radio to 13.27.0 software level.

MODELS:

2014   (BF)   500L

NOTE: This bulletin applies to vehicles built on or before July 09, 2013 (MDH 0709XX) equipped with Uconnect 6.5A AM/FM/BT Voice (sales code RA3).

SYMPTOM/CONDITION:
A customer may experience the Sirius Satellite soft key (button) does not work when depressed.

DIAGNOSIS:
If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair.

PARTS REQUIRED:

Qty.	Part No.	Description
1	NPN	500L 7.2.2 SW Build 13.27.0 USB Stick

NOTE: The 500L 7.2.2 SW Build 13.27.0 USB Stick has been mailed to the dealership.

NOTE: If the USB stick is lost or stolen call (800) 448-0944 ext. 3092 and request one additional USB 500L 7.2.2 SW Build 13.27.0 stick.

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

1. With the ignition on turn the radio on, wait until Head Unit finishes its boot up process.
2. Check the software version by pressing Hard Key Settings Figure 1.

Fig. 1

3. Scroll down to System Information and select Figure 2.

Fig. 2

4. Check software version level Figure 3.

Fig. 3

5. Is the software version below 13.27.0?
   a. Yes >>> Go to step 4.
   b. No >>> Repair complete return the vehicle to the customer or inventory.
6. With the engine running and Head Unit powered on insert the 500L 7.2.2 SW Build 13.27.0 USB Stick into the USB HUB.
7. The display will show "The update image is valid and ready for installation. Do you want to update APP sw from 13.17.0 to 13.27.0?"
8. Press "Yes" to update the radio.
9. The screen will change several times, this is normal.
10. During the software update process the Head Unit will reset itself once or twice, this is normal.

NOTE: The update process takes approximately 8 minutes to complete.

11. Check the software level to confirm it is at 13.27.0.
12. Turn vehicle off.
13. Cycle the ignition two times and wait 30 seconds between each ignition cycle.
14. Repair complete.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18- 60- 02- Q9	Radio, Check Software Level (0-Low Skilled)	6- Electrical And Body Systems	0.2 Hrs.
18- 60- 02- R9	Radio, Check Software Level and Perform Update Radio (0- Low Skilled)	6- Electrical And Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action