

NUMBER: 08-055-13

GROUP: Electrical

DATE: July 30, 2013

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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.





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

Settings	1240
Audio	
Phone/Bluetooth	
SiriusXM Setup	
System Information	
RADIO MEDI	
RADIO MEDI	A N DNE /



4. Check software version level Figure 3.

M 600			
Setti	198 > SYSK		nino
vare Versi .06.1	on:		
Server:	18Sm		
Detabase			
Setup: GBL-17XX-	MBZV-BCW6	-25GR-3H	
			1
	MEDIA	NAV	FIGNE
	M 600 Setti .08.1 Server: Detabase Setup: GBL-1770X- BADIO	M 600 Settings > System ware Version: .06.1 Berver: > Database: > Database: > Setup: GBL-1770X-MBZV-BCW6 RADIO MEDIA	M 600 Settings > System Lucu ware Version: .06.1 Berver: Database: Databases:



- 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.

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FAILURE CODE:

77	Convine Action
	Service Action

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