



NUMBER: 08-077-13

GROUP: Electrical

DATE: October 05, 2013

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-073. 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:

RA1 Radio Enhancements

OVERVIEW:

This bulletin involves updating the software on the RA1 Radio.

MODELS:

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

NOTE: This bulletin applies to vehicles built on and before April 17, 2013 (MDH 0417XX) equipped with UConnect 3.0 AM/FM (sales code RA1).

SYMPTOM/CONDITION:

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

- Radio may be muted. Any of DTC's B1400-92-Front Left Audio Speaker Output - Performance Incorrect Operation and/or B1404-92- Front Right Audio Speaker Output - Performance Incorrect Operation and/or B1408-92-Rear Left Audio Speaker Output - Performance Incorrect Operation and/or B140C-92-Rear Right Audio Speaker Output - Performance Incorrect Operation, maybe active or stored.
- Radio display screen may turn off.
- Radio will stay ON after vehicle turned off with remote. (Applies to vehicle with Mopar remote start add on package only)
- Radio will stay on for 20 minutes after ignition is turned off and the only way to turn off the radio is by pressing the power button on the radio. Software was updated to

have the radio shut off based on the Cluster accessory delay setting.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available. If Audio DTC's are present, other than the ones listed above, 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)	68234329AA	Update disc (software version 2.6.9.1)

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: Updates are still available via an update disc. 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 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 download the files.

NOTE: If the dealer cannot download the software, make sure you have proper security access. If not have the Service Manager or Shop Foreman download the software update. If the Service Manager or Shop Foreman can't download the software, an update disc can be ordered.

- 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
 - 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 cluster.
 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. Use the wiTECH to take the vehicle out of Ship Mode.
 6. With the engine running and radio powered on, insert the **correct** USB Stick with new software into USB hub.

- 7. The next screen display will have the old and new software levels. The radio will be updated to 2.6.9.1

NOTE: If the radio software is at 2.6.9.1 or higher the updated does not need to be performed, the bulletin has be completed.

- 8. Turn the right radio rotary knob clockwise to select "Update" then press the Browse/Enter button in the center of the right rotary knob.

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.

- 9. The update may take 10 minutes, no other actions will be needed.
- 10. After the update is done, the radio will perform a reset and then the screen will display a normal operating screen.
- 11. Remove the USB update stick, the bulletin has been completed.

NOTE: If the vehicle needs to be put back into Ship Mode, use wiTECH and remove the vehicle from customer mode.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-W9	Radio, Check Software Level and/or Perform Software Update (0 - Introduction)	6 - Eletrical and Body Systems	0.2 Hrs.
18-60-02-X9	Radio, Software - create USB Jump Drive (First Time Only) (0 - Introduction)	6 - Eletrical and Body Systems	0.2 Hrs

NOTE: The "First Time Only" LOP is used one time per dealer when down loading the software onto a USB stick.

FAILURE CODE:

ZZ	Service Action
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