SERVICE BULLETIN

THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 14.01 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:
"APPs" Soft Key Incorrectly Display On RA2 Radio

OVERVIEW:
This Bulletin involves reconfiguring the vehicle for proper operation of the RA2 display screen.

MODELS:

2014   (WD)   Durango

NOTE: This bulletin applies to vehicles built on or before October 26, 2013 (MDH 1026XX) equipped with Uconnect 5.0 AM/FM/BT (sales code RA2).

SYMPTOM/CONDITION:
A customer may experience a situation where they see an "Apps" soft key on the radio display to register applications. A Quick Response (QR) code may also be seen and will not link out using a smart phone bar code reading application.

DIAGNOSIS:
Using a Scan Tool (wiTECH™) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no DTC's are set. If DTC's are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom, perform the Repair Procedure.

REPAIR PROCEDURE:
1. Using wiTECH, reconfigure the vehicle. This routine is available under the 'Diagnostic Procedures' tab found on the home, 'Vehicle View', page of wiTECH.
2. Using wiTECH clear any DTCs which may have been set during the reconfiguration.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation	Description	Skill Category	Amount

No:			
18-19-02-B9	Module, Body control (BCM) Reconfigure Vehicle - Powernet. (1- Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action