THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-049-13 REV. G, DATED DECEMBER 12, 2013, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS** INCLUDES REMOVING RG3/4 AND RJ3/4 RADIOS FROM THIS SERVICE BULLETIN.

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 Radio Enhancements

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

MODELS:

2013-2014	(DS)	Ram 1500 Pickup (U.S. Market Only)
2013-2014	(DD)	Ram 3500 Cab Chassis (U.S. Market Only)
2013-2014	(DJ)	Ram 2500 Pickup (U.S. Market Only)
2013-2014	(DP)	Ram 4500/5500 Cab Chassis (U.S. Market Only)
2013-2014	(D2)	Ram 3500 Pickup (U.S. Market Only)
2014	(WK)	Grand Cherokee (U.S. Market Only)
2014	(WD)	Durango (U.S. Market Only)
2013-2014	(ZD)	Viper (U.S. Market Only)
2014	(KL)	Cherokee (U.S. Market Only)

NOTE: This bulletin applies to vehicles in the U.S. market and built on or before March 14, 2014 (MDH 0314XX) 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).**

SYMPTOM/CONDITION:

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

- ** Navigation display enhancement**.
- **Enables Via Mobile software features when released to consumers.**
- Able to adjust audio balance / fade settings during a VR session.
- Correct, condition where user could not exit screen off mode.
- Mute button status was not being displayed correctly.
- Presets where not shown correctly or were deleted.
- Enhancements to POI.
- ParkSense tone continuously on.
- Enhancement to navigation routing.
- Radio display may shows "Please insert USB Stick".
- Enhancement made when video is display in radio when using PAL format video disks.
- Corrected the temperature slider bar not updating on Manual Temperature Control vehicles.
- Navigation may not start or may lose position.
- Rear camera may show a black screen for 3 seconds upon going to reverse.
- Enhancements for iPod or iPhone devices that may not start playing after connecting.
- iPod would not resume playing after a VR session or phone call.
- 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.

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)	Disc N/A. (See Note)	RA3 update disc Not Yet Available
1 (AR)	Disc N/A. (See Note)	RA4 update disc Not Yet Available

NOTE: Software updates are now available for download to USB on the Uconnect web site and should be used instead of ordering a disc. The update disc availability will lag behind the download site.
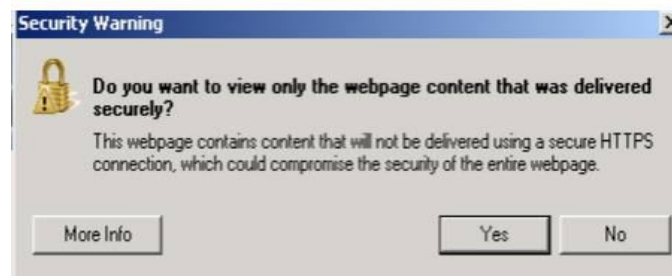
REPAIR PROCEDURE:
1. Has the USB update memory stick been created?
   a. Yes >>> Proceed to Step #4.
   b. No >>> Proceed to Step #2.
2. Go to DealerCONNECT> Service> UCONNECT Information & Utilities> Uconnect Dealer software downloads to down load the files.
3. If a securely message appears "Do you want to view only the web page 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.

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 radio will be updated to 14.05.03.

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-BL) 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 20 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 and close the drivers door and let the Bus go to sleep.

NOTE: Make sure to leave ignition off, do not press the brake, and do not reopen any doors, so the modules will go to sleep.

13. Cycle the ignition one more time, turn the ignition on, then back off. Open and close the drivers door and let the Bus go to sleep. This will complete the radio update
14. 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-BK	Radio, Check Software Level and, Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-BL	Radio, Check Software Level Only (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
18-60-02-BM	Radio, Software - Create USB Jump Drive, From CD or Uconnnect Website (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.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 20 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

ZZ	Service Action