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GROUP: Electrical

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-008-14 REV. A, DATED FEBRUARY 22, 2014 WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES 2014 VEHICLES AND KL VEHICLE LINE.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-006. 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.

THE wiTECH SOFTWARE LEVEL MUST BE AT 14.03 OR HIGHER TO PERFORM THIS PROCEDURE.

SUBJECT:

RA2 RG2 Or RJ2 Radio Update To Prevent Display Screen Lockup

OVERVIEW:

This bulletin involves updating the radio's software or replacing the radio if required.

MODELS:

2013- **2014**	(DS)	Ram 1500 Pickup
2013- **2014**	(DJ)	Ram 2500 Pickup
2013- **2014**	(DD)	Ram 3500 Cab Chassis
2013- **2014**	(D2)	Ram 3500 Pickup
2013- **2014**	(DP)	Ram 4500/5500 Cab Chassis
2013- **2014**	(DX)	Ram Truck (Mexico)
**2014	(KL)	Cherokee **

NOTE: This bulletin applies to vehicles built on or before March 11, 2014 (MDH 0311XX) equipped with UConnect 5.0 AM/FM/BT (sales code RA2), UConnect 5.0 AM/FM/BT (sales code RJ2) or UConnect 5.0 MW/LW/DAB/BT (sales code RG2).

SYMPTOM/CONDITION:

A customer may experience the radio display screen is locked on the Ram logo. This software update is to prevent this condition from occurring.** Vehicles equipped with satellite radio (sales code RSD) may have a condition where the radio may reset a few times during a drive cycle. This condition is very intermittent**.

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)	Update disc (KL) Not Yet Available
1 (AR)	Disc N/A. (See Note)	Update disc (DP, DJ, DD, D2, DX, DS) Not Yet Available
1 (AR)	Z5091548AE	Radio, With SAT RA2 (KL) With sales code HAC - Non-ICS Integrated Center Stack
1 (AR)	Z5091551AE	Radio, RA2 (KL) With sales code HAC - Non-ICS Integrated Center Stack
**1 (AR)	Z5091375AE	Radio, With SAT RA2 (KL) **
1 (AR)	Z5091376AE	Radio, RA2 (KL)
1 (AR)	Z5091553AE	Radio, RJ2 (KL) With sales code HAC - Non-ICS Integrated Center Stack
1 (AR)	Z5091378AE	Radio, RJ2 (KL)**
1 (AR)	Z5091377AE	Radio, RG2 (KL)
1 (AR)	Z8226685AC	Radio, RA2 With SAT (DP, DJ, DD, D2, DX, DS) 2014
1 (AR)	Z8226686AC	Radio, RA2 (DP, DJ, DD, D2, DX, DS) 2014
1 (AR)	Z8088693AF	Radio, RA2 With SAT (DP, DJ, DD, D2, DX, DS) 2013
1 (AR)	Z8088694AF	Radio, RA2 (DP, DJ, DD, D2, DX, DS) 2013
1 (AR)	Z8226687AC	Radio, RJ2 (DD, DJ, D2) 2014
1 (AR)	Z8088690AF	Radio, RJ2 (DD, DJ, D2) 2013

NOTE: All radios should be ordered from the exchange center.

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. Start the vehicle and turn on the radio.
2. Is the radios display screen locked on the Ram logo?
 - a. Yes >>> Replace the radio, proceed to [Step #3](#).
 - b. No >>> Update the radios software, proceed to [Step #6](#).
3. Remove the radio, per Techconnect 08 - Electrical/8A - Audio/Video/Entertainment/Connectivity/RADIO/Removal.

NOTE: Before installing the radio make sure to write down the new radio serial number. You will need this to obtain the Anti-Theft code. Refer to service bulletin 08-011-12 for more details.

4. Install the new radio, per Techconnect, 08 - Electrical/8A - Audio/Video/Entertainment/Connectivity/RADIO/Installation.
5. After the radios has been installed and confirmed it is working properly, proceed to [Step #6](#).
6. Has the USB update memory sticks been created?
 - a. Yes >>> Proceed to [Step #8](#).
 - b. No >>> Proceed to [Step #7](#).
7. Go to DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads to down load the files. Follow the instructions on the web site to create the USB memory stick.

NOTE: A blank USB stick must be used to down load the software. The memory stick should be 2 GB or larger.

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.

8. Turn the ignition on and check if the vehicle is still in ship mode. This will be displayed in the Electronic Vehicle Information Center (EVIC).
9. The vehicle must be in Customer Mode to update the radio. Is the vehicle in Ship Mode?
 - a. Yes >>> Proceed to [Step #10](#).
 - b. No >>> Proceed to [Step #11](#).
10. Use the scan tool (wiTech) to put the vehicle into customer mode.
11. With the ignition on and radio powered up, insert the **correct** USB Stick with new software into USB hub.
12. The next screen display will have the old and new software levels. The radio will be updated to D2, DD, Dj, DP, DX, or DS 5.2.20.1 and KL 5.2.20.0.
13. Is the radio software level at or higher then the update to level?
 - a. Yes >>> The bulletin is completed, use LOP 18-60-02-BQ to close this RRT.
 - b. No >>> Proceed to [Step #14](#).
14. Press the soft key "Yes" to start the update.
15. The update may take 20 minutes, no other actions will be needed.

NOTE: If the software update process is interrupted/aborted, the process should be restarted.

NOTE: Do not cycle the ignition or touch the radio during the update process.

NOTE: Please note during this process the screen will go blank 2 times. Once in the beginning and once at the end of the re-flash process.

16. After the update is done downloading, the screen will display "Update successful" please remove USB stick.
17. Do not turn off the ignition, the update is not completed. Wait until the normal radio display screen is appears, this will take about 40 seconds.

18. Is the vehicle a Cherokee (KL) ?
 - a. Yes >>> proceed to [Step #20](#).
 - b. No >>> proceed to [Step #19](#).
19. Using wiTECH, perform a vehicle reconfiguration. This routine is available under the 'Vehicle Preparations' tab found on the home page of wiTECH.
20. Turn off the ignition, disconnect the wiTECH, open and close the drivers door and let the buss go to sleep. The buss is asleep when the halo/light around the USB update port, turns off.
21. The vehicle will need two ignition cycles to properly clean all, DTC's.
22. Turn the ignition back on and wait for the cluster to complete the bulb check. Turn off the ignition, open and close the driver's door and let the buss go to sleep.
23. Connect the wiTECH to the vehicle and clear all DTC's.

NOTE: Use the wiTech to put the vehicle back into Ship Mode if needed.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-60-02-D8	Module, Radio - Verify and Replace, (3 - Highly - Skilled)	6 - Electrical and Body Systems	0.3 Hrs
18-60-02-BN	Radio, Check Software Level and Perform Software Update KL Vehicles (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-BN	Radio, Check Software Level and Perform Software Update D2, DD, Dj, DP, DX, or DS Vehicles (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-02-BP	Radio Software - Create USB Update Stick (First Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
18-60-02-BQ	Radio, Check Software Level Only (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs

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.

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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