



NUMBER: 08-008-14

GROUP: Electrical

DATE: January 24, 2014

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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.

SUBJECT:

RA2 Radio Update To Prevent Display Screen Lockup

OVERVIEW:

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

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 equipped with UConnect 5.0 AM/FM/BT (sales code RA2).

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.

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)	68241448AA	Update disc
1 (AR)	68088694AF	RA2 Radio Without SAT
1 (AR)	68088693AF	RA2 Radio With SAT

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. 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 this bulletin has been completed. The replacement radio will have the updated software level in it.
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 engine 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 engine running and radio powered on, 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 13.44.33.
- 13. Is the software level at or higher then the update to level?
 - a. Yes >>> The bulletin is completed, use LOP 18-60-02-AG 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 15 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.

- 16. After the update is done, the screen will is display the software levels again.

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.

- 17. Press "No" and turn off the vehicle. Open and then close the drivers door and let the Buss go to sleep. This will complete the radio update.
- 18. Remove the USB update stick, the bulletin has been completed.

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	Amount
08-60-02-D7	Module, Radio - Verify and Replace, (3 - Highly - Skilled)	0.3 Hrs
18-60-02-AG	Radio, Check Software Level and/or Perform Software Update (0 - Introduction)	0.3 Hrs.
18-60-02-AH	Radio Software - Create USB Update Stick (First Time Only) (0 - Introduction)	0.2 Hrs

NOTE: The expected completion time for the flash download portion of this procedure is approximately 15 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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