THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-025. 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:
Flash: RA3 Radio Software Enhancements

OVERVIEW:
This bulletin involves updating the radio's software.

MODELS:

2014	(BF)	500L

NOTE: This bulletin applies to vehicles equipped with UConnect 6.5 AM/FM/BT/Voice (sales code RA3) built on or before January 08, 2014 (MDH 0108XX) .

SYMPTOM/CONDITION:
The customer may notice one or more of the following.

- Radio resets.
- Radio sluggish performance.
- Bluetooth dropped connections.
- Hands free calling poor sounding.
- Navigation GPS off location.
- No GPS intermittently and off location.
- Voice recognition poor.

DIAGNOSIS:
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	NPN	500L 7.3 SW Build 13.49.0 USB Stick

CAUTION: Discard any old USB sticks (7.2.2 SW Build 13.27.0 stick).

NOTE: The 500L 7.3 SW Build 13.49.0 USB Stick has been mailed to the dealership.

NOTE: If the USB stick is lost or stolen call (800) 448-0944 ext. 3188 and request one additional USB 500L 7.3 SW Build 13.49.0 stick.

REPAIR PROCEDURE:
1. Using the USB update memory stick that has been mailed to you dealer.
2. Turn the engine on and check if the vehicle is still in ship mode.
3. The vehicle must be in Customer Mode to update the radio. Is the vehicle in Ship Mode?
   a. Yes >>> Proceed to Step #4.
   b. No >>> Proceed to Step #5.
4. Use the scan tool (wiTech) to put the vehicle into customer mode.
5. With the engine running and radio powered on, insert the **7.3 (SW Build 13.49.0 System Only)** USB Stick into USB hub.
6. The next screen display will have the old and new software level. The radio will be updated to version .
7. Is the current software level at or higher then 13.49.0?
   a. Yes >>> The bulletin is not applicable to this vehicle.
   b. No >>> Proceed to Step #8.

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

8. Press the soft key "Yes" to start the update.
9. The update may take approximately 8.5 minutes, no other actions will be needed.

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

10. During the software update process, the radio will reset itself once to finish Front Controller update.
11. After reset, check software version: Press Hard Key Settings -> System Information to show Software version 13.49.0
12. Check speak icon disposition: RADIO Hard Key -> Audio Soft Key -> Balance / Fade, manually correct the icon position if it is not at the center (Fig. 1).
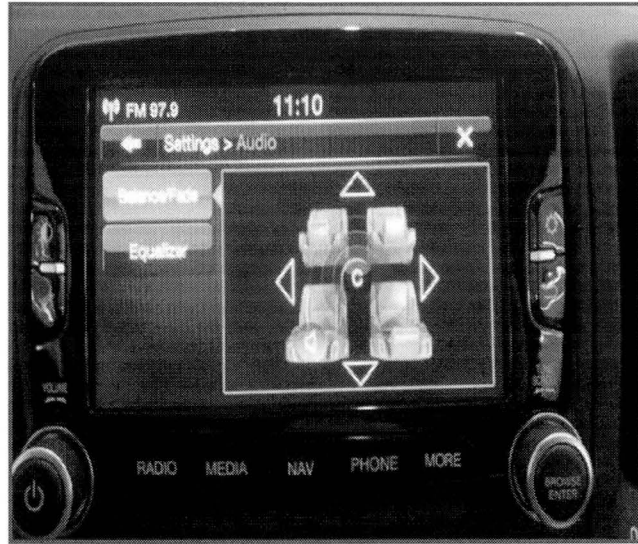
Fig. 1 Radio

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13. Turn ignition OFF and wait 30+ seconds to let the CAN bus go to full sleep.
14. Turn ignition ON to check speak icon position again.
15. Turn ignition OFF and wait 30+ seconds to let the CAN bus go to full sleep.
16. Turn ignition ON and wait 30+ seconds to let radio fully boot up.
17. Turn ignition OFF and wait 30+ seconds to let the CAN bus go to full sleep.

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
18-60-02-BC	Radio, Check Software Level (0 - Introduction)	0.2 Hrs.
18-60-02-BD	Radio, Check Software Level and Perform Software Update (0 - Introduction)	0.4 Hrs.

FAILURE CODE:

FM	Flash Module