SERVICE BULLETIN

SUBJECT:
RA2 Radio Software Enhancement

OVERVIEW:
This bulletin involves updating the radio software.

MODELS:

2016	(FB)	Fiat 500X

NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA.

NOTE: This bulletin applies to vehicles built on or before September 03, 2015 (MDH 0903XX) equipped with UConnect 5.0 AM/FM/BT (sales code RA2).

SYMPTOM/CONDITION:
The customer may notice a false message may be displayed on the radio; Audio & Parking Sensors Not Available.

DIAGNOSIS:
Use a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available to verify if Diagnostic Trouble Codes (DTCs) are set. If DTCs or symptom conditions, other than the one listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

REPAIR PROCEDURE:
1. Has the USB flash drive been created?
   a. Yes>>> Proceed to Step #3.
   b. No >>> Proceed to Step #2.
2. Go to DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads to download the files. Follow the instructions on the website to create the USB flash drive.

NOTE: A blank USB flash drive must be used to download the software. The USB flash drive should be 2 GB or larger.

NOTE: If the dealer cannot download the software, make sure you have proper security access. If not have the Service Manager or Shop Foreman download the software update.

3. With the ignition on and radio powered up, insert the USB flash drive with new software into USB hub.
4. The next screen display will have the old and new software levels. The radio will be updated to 08.05.06.
5. Is the radio software level at or higher then the update to level?
    a. Yes >>> This bulletin does not apply, press "Abort" and remove the USB flash drive. Normal diagnostics should be performed.
    b. No >>> Proceed to Step #6.
6. Press the soft key "Start" to proceed with the update.
7. 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.

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.

8. After the update is done downloading, the screen will display "Update successful" please remove USB flash drive.
9. 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.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-HJ	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-HK	Radio, Software - Create USB flash Drive U-Connect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs

NOTE: The "One Time Only" LOP is used one time per dealer when downloading the software onto a USB flash drive.

FAILURE CODE:
The dealer must choose which failure code to use. If the customer came in with an issue and the dealer found updated software to correct that issue, use failure code CC, for all other use failure code RF.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, than failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash