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GROUP: Electrical

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-031-14, DATED APRIL 08, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES ADDITIONAL SYMPTOM AND NEW SOFTWARE.**

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 software.

MODELS:

2014 - 2015 (BF) Fiat 500L

NOTE: This bulletin applies to vehicles built on or before **April 01, 2014 (MDH 0401XX)**** equipped with UConnect 6.5 AM/FM/BT/Voice (sales code RA3).**

SYMPTOM/CONDITION:

The customer may experience one or more of the following:

- ****Display screen may lock up during very hot temperatures.****
- ****Rear camera unintentionally switches off and display screen turns blue.****
- Radio resets.
- Radio sluggish performance.
- Bluetooth dropped connections.
- Hands free calling poor sounding.
- Navigation GPS off location.
- No GPS intermittently.
- Voice recognition poor.
- Remove SAT button (soft key) on a vehicle that is not equipped with Sirius Satellite.
- Vehicles equipped with SDARS (Satellite) and No SDARS (No Satellite) may have a fast reset condition of the radio while the navigation system is active.

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.

REPAIR PROCEDURE:

1. ****Has the USB flash drive been created?***
 - a. Yes >>> Proceed to [Step #4](#).
 - b. No >>> Proceed to [Step #2](#).

CAUTION: **Discard any old USB flash drives (7.2.2 SW Build 13.49.0 stick).**

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.****

NOTE: **A blank USB flash drive must be used to down load the software. Only one software update can be used on one USB flash drive.**

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.**

- NOTE:**
- ****Acquire a blank USB flash drive 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 flash drive.****
 - ****A blank USB flash drive will be needed one for each radio update, both updates can not be on the same USB flash drive.****
 - ****Once the file is saved to the USB flash drive, it is recommended that the USB flash drive be physically labeled with the bulletin number and radio sales code.****

4. Turn the engine on and check if the vehicle is still in ship mode.
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. Use the scan tool (wiTech) to put the vehicle into customer mode.
7. With the engine running and radio powered on, insert the **correct** USB flash drive into USB hub.
8. The next screen display will have the old and new software level. The radio will be updated to version ****15.05.0.****
9. Is the current software level at or higher then ****15.05.0?***
 - a. Yes >>> The bulletin does not apply. Perform normal diagnostics.

NOTE: **Use inspection LOP 18-60-02-HL to close an active RRT.**

- b. No >>> Proceed to [Step #10](#).

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

10. Press the soft key "Yes" to start the update.
11. The update may take approximately 11 minutes, no other actions will be needed.

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

12. During the software update process, the radio will reset itself once to finish Front Controller update.
13. After reset, check software version: Press Hard Key Settings -> System Information to show Software version **15.05.0.**
14. 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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15. Turn ignition OFF and wait 30+ seconds to let the CAN bus go to full sleep.

NOTE: To help put the Bus to sleep quicker, remove the key from the ignition, open and close the driver door and make sure the wiTech is not connected.

16. Turn ignition ON to check speak icon position again.
17. Turn ignition OFF and wait 30+ seconds to let the CAN Bus go to full sleep.
18. Turn ignition ON and wait 30+ seconds to let radio fully boot up.
19. 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 required.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-HL	Radio, Check Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-HM	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
**18-60-02-HN	Radio, Software - Create USB Flash Drive From Uconnect 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 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