SERVICE BULLETIN

THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 08-035-15, DATED APRIL 14, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS** INCLUDES ADDITIONAL IMPROVEMENTS AND UPDATED SOFTWARE.

SUBJECT:
RA3 RA4 Radio Enhancements

OVERVIEW:
This bulletin involves inspecting and if required, updating the radio software.

MODELS:

2015	(UF)	Chrysler 200

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

NOTE: This bulletin applies to vehicles equipped with one of the following radios:

- Uconnect 8.4A AM/FM/BT/ACCESS (sales code RA3)
- Uconnect 8.4AN AM/FM/BT/ACCESS/NAV (sales code RA4)

SYMPTOM/CONDITION:
A customers may experience one or more of the following:

- Rearview Camera image appears jittery.
- Inability to establish a WiFi connection when security feature is enabled.
- Audio distortion/popping heard while playing Apple devices through the USB port.
- Remote Uconnect Apps functions (i.e. door locks, remote start) inoperative while the engine is running.
- The Radio may switch from SiriusXM to an AM station by itself.
- Uconnect registration always present, can not remove Uconnect account.
- Teleprompter does not appear when pressing the Voice Recognition (VR) button.
- VR operation cancels while in media mode.
- Radio may display previous cameras image before displaying the current image.
- Navigation lost vehicle position, during route calculation.
- Navigation displays are missing after vehicle heading changes.
- Navigation giving incorrect guidance to exit the highway.
- FM audio may switch to AM after ignition cycle.
- Text messages appear as sender's phone number not their name.

- VR phone button may not work at times.
- Audio muted after AUX device is disconnected.
- VR, " Listen" to text, will only play 1st message.
- SirusXM station information does not update.
- Speed adjusted volume, may not work.
- AM or FM seek or tuner soft keys may be missing.
- Display screen show ambient temperature as "- - " not normal values.

Improvements:

- **Improved Radio security protection to reduce the potential risk of unauthorized and unlawful access to vehicle systems (US market only).**
- **Faster response time when using the Remote Service App (US market only).**
- **Faster connection time with 911 (US market only).**
- Navigation system improvements.
- Enable High Definition (HD) feature, (RA4 radios located in Canada and Mexico).
- Keyboard improvements, in the Points Of Interest (POI) section.
- High Definition (HD) radio buffering.
- Spanish translation.
- Radio station, scroll feature.
- Making assist calls.
- App functionality and screen displays.
- Displays correct media, song titles and tracks.
- Travel Link, Points Of Interest (POI), displaying movies and favorites.
- Audio for strong AM stations.
- VR performance.
- Settings can only be changed in run mode, not ACC.
- Notify user when messaging features are not supported on certain phones/devices.
- Shows direction and distance for POI when using VR.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available, verify all vehicle systems are functioning correctly. If any DTCs are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

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

REPAIR PROCEDURE:

CAUTION: This software update is only compatible with the 2015 model year vehicles listed above. Attempting to flash a 2013-2014 model year vehicle with this software will result in a loss of some radio/navigation functions. Should this occur reinstalling the correct software for the radio will correct the condition.

1. Has the USB stick been created?
   a. Yes >>> Proceed to Step #5.
   b. No >>> Proceed to Step #2.
2. Go to DealerCONNECT> Service> UCONNECT Information & Utilities> Uconnect Dealer software downloads to download the files.
3. If a security message appears "Do you want to view only the web page content that was delivered securely?" see (Fig. 1). Press **No** to continue.
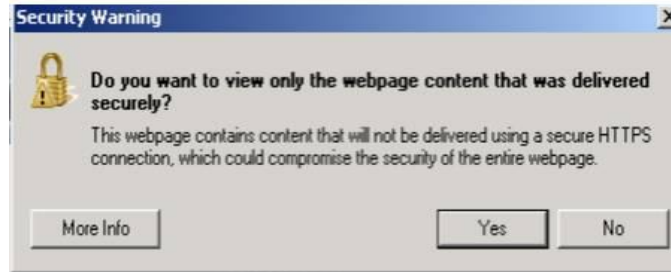
Fig. 1 Pop-up Security Message

NOTE: A blank USB stick must be used to download the software. Only one software update can be used on one USB stick.

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.

4. To download the software files to a USB stick, follow the on screen instructions and perform the following.
   a. Acquire a blank USB stick with at least 4 gb of space.
   b. Download the software update file to your local pc's desktop.
   c. Be sure to extract the file before copying it to the blank USB stick.
   d. A blank USB stick will be needed one for each radio update, additional updates can not be on the same USB stick.
   e. Once the file is saved to the USB stick, label it with the bulletin number and proper radio sales codes.

NOTE: The vehicle must be in Customer Mode to update the radio.

5. Start the vehicle and check if it is still in ship mode. This will be displayed in the Electronic Vehicle Information Center (EVIC).
6. Is the vehicle in Ship Mode?
   a. Yes >>> Proceed to Step #7.
   b. No >>> Proceed to Step #8.
7. With the key in the "on" position, turn on the hazard lamps, then press and hold the up arrow on the steering wheel for 5 seconds. The EVIC display will update once the vehicle goes into customer mode. Once the mode has been changed, turn off the hazard lamps.
8. With the engine running and radio powered on, insert the **correct** USB stick with new software into USB port.

9. The next screen display will have the old and new software levels. The radio will be updated to **15.17.5**.
10. Is the current radio software version **15.17.5** or higher?
    a. Yes>>> The radio software is already up to date. The bulletin is complete.
    b. No>>> The radio software needs to be updated. Proceed to Step #11.

CAUTION: If the radio software level is at or above the level on the USB stick, DO NOT perform the update.

11. Press the soft key "Yes" to start the update.

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

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

12. The update may take up to 20 minutes to load. No other actions will be needed to initiate the update.
13. After the update is done, the screen will display the software levels again.
14. Press "No" and turn the vehicle off. Open and close the driver's door and let the Bus go to sleep.

NOTE: Make sure to leave ignition off, do not press the brake, and do not reopen any doors, so the modules will go to sleep.

15. Cycle the ignition on, then back off one more time. Open and close the driver's door and let the Bus go to sleep. This will complete the radio update.
16. Remove the USB stick, the bulletin is now complete.

NOTE: If necessary, be sure to put the vehicle back into ship mode once the procedure is complete.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-FS	Radio, Check Software Level and, Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-FT	Radio, Software - Create USB flash drive, Uconnnect 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 stick. The dealer can only use the download LOP, one time for each of the radios.

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.

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