SERVICE BULLETIN

THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-027-15 REV. A, DATED MAY 23, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS** AND INCLUDES ADDITIONAL SYMPTOM/CONDITIONS AND NEW SOFTWARE VERSION.

SUBJECT:
RA2 Radio Software Enhancements

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

MODELS:

2015	(UF)	Chrysler 200

NOTE: This bulletin applies to vehicles equipped with UConnect 5.0 AM/FM/BT (sales code RA2).

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

- **Radio may reset if muted after vehicle is started.**
- Radio display screen intermittently may go blank.
- Radio display screen may be locked.
- Intermittently the audio will be inoperative.
- Backup display may not turn off.

This updated software will also include the following enhancements:

- **Improvements for USB connections on certain cell phones.**
- Voice Recognition (VR) improved accuracy.
- Adjusting phone volume after the ignition is turned off.
- Improvements to the climate control screen.
- Improvements for deleting paired devices/phones.
- Display screen improvements for incoming calls, on certain cell phones.
- Always gray out Short Message Service (SMS) text soft key on non-supporting devices.

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available to verify if DTCs are set. If Audio DTCs are present, record them 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.

PARTS REQUIRED:

Qty.	Part No.	Description
(AR)	Z8226693AD	RA2, Radio With RSD
(AR)	Z8226694AD	RA2, Radio Without RSD

NOTE: All radios should be ordered from the exchange center.

NOTE: Software updates are now available for download to USB on the Uconnect website.

REPAIR PROCEDURE:
1. Start the vehicle and turn on the radio.
2. Is the radio's display screen locked on the brand 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, which is needed 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. This bulletin has been completed.
6. Has the USB flash drive 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 download the files. Follow the instructions on the web site 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.

8. Turn the ignition 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 ignition on and radio powered up, insert the USB flash drive 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 07.03.05.
13. Is the radio software level at or higher then the update to level?
    a. Yes >>> The bulletin is completed.
    b. No >>> Proceed to Step #14.
14. Press the soft key "Yes" to start the update.
15. The update may take 20 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: 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.

16. After the update is done downloading, the screen will display "Update successful" please remove USB flash drive.
17. 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.

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	Skill Category	Amount
08-60-02-E5	Module, Radio - Verify and Replace, (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.3 Hrs
18-60-02-GF	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-02-GG	Radio, Software - Create USB Jump Drive From CD or U connect 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