SERVICE BULLETIN

THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-077-13 REV. A, NOVEMBER 19, 2013 WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS** AND INCLUDES ADDITIONAL MODEL YEARS, NEW SYMPTOM, RADIO SOFTWARE LEVEL AND NEW LABOR OPERATION.

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-073. 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:
RA1 Radio Enhancements

OVERVIEW:
This bulletin involves updating the software on the RA1 Radio.

MODELS:

**2013 - 2016	(DS)	Ram 1500 Pickup
2013 - 2016	(DJ)	Ram 2500 Pickup
2013 - 2016	(DD)	Ram 3500 Cab Chassis
2013 - 2016	(D2)	Ram 3500 Pickup
2013 - 2016	(DP)	Ram 4500/5500 Cab Chassis
2013 - 2016	(DX)	Ram Truck (Mexico)
2016**	(DF)	Ram 3500 10K Cab Chassis

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

NOTE: This bulletin applies to vehicles built on or before October 28, 2015 (MDH 1028XX) equipped with UConnect 3.0 AM/FM (sales code RA1).

SYMPTOM/CONDITION:
A customer may experience, one or more of the following conditions:

- **Radio may reset, turn itself off and then back on again.**

All Symptom Listed Below Are For 2013 Vehicles Only:

- Radio may be muted. Any of DTCs B1400-92-Front Left Audio Speaker Output - Performance Incorrect Operation and/or B1404-92- Front Right Audio Speaker Output - Performance Incorrect Operation and/or B1408-92-Rear Left Audio Speaker Output - Performance Incorrect Operation and/or B140C-92-Rear Right Audio Speaker Output - Performance Incorrect Operation, maybe active or stored.
- Radio display screen may turn off.
- Radio will stay on after the vehicle is turned off with remote. (Applies to vehicle with Mopar remote start add on package only).
- Radio will stay on for 20 minutes after ignition is turned off and the only way to turn off the radio is by pressing the power button on the radio. Software was updated to have the radio shut off based on the cluster accessory delay setting.

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available. If Audio DTCs are present, other then the ones listed above, record them on the repair order and repair as necessary before proceeding further with this bulletin.

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 listed above or if the technician finds the DTC, 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 down load the files.

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.

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.**
           • **Once the file is saved to the USB flash drive, it is recommended to physically label the USB flash drive with the bulletin number and radio sales code.**

3. Turn the engine on and check if the vehicle is still in ship mode. This will be displayed in the cluster.
4. The vehicle must be in Customer Mode to update the radio. Is the vehicle in Ship Mode?
   a. Yes >>> Proceed to Step #5.
   b. No >>> Proceed to Step #6.
5. Use the wiTECH to take the vehicle out of Ship Mode.

6. With the engine running and radio powered on, insert the **correct** USB flash drive with new software into USB hub.
7. The next screen display will have the old and new software levels. The radio will be updated to **05.05.12.02.**

NOTE: If the radio software is at **05.05.12.02** or higher, the bulletin has be completed. Use LOP **18-60-02-HT** to close this active RRT.

8. Turn the right radio rotary knob clockwise to select "Update" then press the Browse/Enter button in the center of the right rotary knob.

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.

9. The update may take 5 minutes, no other actions will be needed.
10. After the update is done, the radio will perform a reset and then the screen will display a normal operating screen.
11. Remove the USB flash drive, the bulletin has been completed.

NOTE: If the vehicle needs to be put back into Ship Mode, use wiTECH and remove the vehicle from customer mode.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-HT	Radio, Check Software Level and/or Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-HU	Radio, Software - create USB Jump Drive (First Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs

NOTE: The "First 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, 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