

NUMBER: 08-059-15

GROUP: Electrical

DATE: June 05, 2015

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SUBJECT:

Travel Link Button Not Displayed On The Radio Screen

OVERVIEW:

This bulletin involves upgrading the software on the RA4 Radio.

MODELS:

2016 (FB) Fiat 500X (U.S. Market Only)

NOTE: This bulletin applies to U.S. vehicles built on or before June 04, 2015 (MDH 0604XX) equipped with Uconnect 6.5" VP4 (sales code RA4) radio.

SYMPTOM/CONDITION:

The customer may notice that the Sirius XM® travel link button is not displayed on the radio, see (Fig. 1).



Fig. 1 Display Before Update

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available, verify if any Diagnostic Trouble Codes (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.

NOTE: Software updates are available for download to USB flash drive on the Uconnect web site.

REPAIR PROCEDURE:

1. Check the software version.
 - a. Start the vehicle and turn on the radio.
 - b. Press "Menu" button (hard key) on the radio.
 - c. Press "System Information" touch screen soft key.
 - d. Check what Software Version is on the radio.
2. Is the software at 15.20.35 or higher?
 - a. Yes >>> This bulletin doesn't pertain, normal diagnostics should be performed.
 - b. No >>> Proceed to step [Step #3](#).
3. Has the USB flash drive been created?
 - a. Yes >>> Proceed to step [Step #6](#).
 - b. No >>> Proceed to step [Step #4](#).
4. Go to DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads to download the files.
5. If a security message appears "Do you want to view only the web page content that was delivered securely?" press "NO" to continue.

NOTE: The Site is optimized for Microsoft Internet Explorer 8 or 10. Use these software version if you encounter a problem downloading the Software.

NOTE: A Blank USB flash drive must be used to download the software. Only one software update can be used on one USB flash drive.

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

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

6. Remove any customer USB flash drive from both USB ports.

7. With the engine running and radio powered on, insert the **correct** USB flash drive into USB port in the **center armrest compartment**. see (Fig. 2).

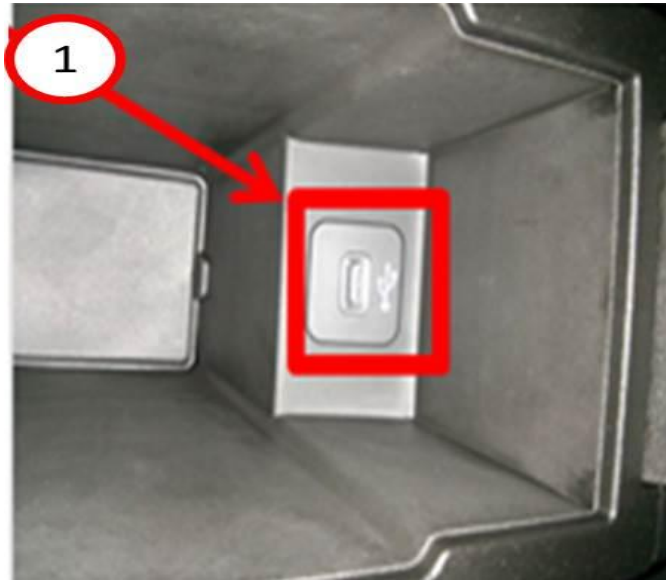


Fig. 2 Location Of USB Port

1 - USB port in center console compartment.

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8. The screen will now display the new and old software, press “Yes” to continue.

CAUTION: The screen may display “No Files On USB” Do Not remove the USB flash drive. This message should only last about a minute.

9. The software update should take around 15 minutes.
10. After the update is completed, the screen will again display the new and old software, this time press “No”.
11. Remove the USB flash drive, the update has been completed.
12. Verify that the display screen now shows the Travel Link soft key (Fig. 3).



Fig. 3 Display After Update

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-60-02-FK	Radio, Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
08-60-02-FL	Radio, Software - Create USB Flash Drive (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.

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