SERVICE BULLETIN

THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-072-15 DATED JULY 16, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS** INCLUDES UPDATING SYMPTOM/CONDITIONS. REMOVED RRT AND INSPECTION LOP FROM THIS DOCUMENT.

SUBJECT:
RA3 RA4 Radio Enhancements

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

MODELS:

2013-2014	(DS)	Ram 1500 Pickup
2013-2014	(DX)	Ram Pickup (Mexico)
2013-2014	(DD)	Ram 3500 Cab Chassis
2013-2014	(DJ)	Ram 2500 Pickup
2013-2014	(DP)	Ram 4500/5500 Cab Chassis
2013-2014	(D2)	Ram 3500 Pickup
2014	(WK)	Grand Cherokee
2014	(WD)	Durango
2013-2014	(ZD)	Viper
2014	(KL)	Cherokee

NOTE: This bulletin applies to vehicles within the following markets, 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 customer may experience, one or more of the following conditions.

- Track names may be displayed twice in USB or SD media modes.
- SD, USB or BTSA modes may become non-functional for a given ignition cycle.

- Duplicate song titles may be displayed in USB mode.
- Last track is displayed but next track is being played.
- Navigation function may resets itself after using One-Shot Voice Recognition (VR).
- Intermittently the Global Positioning System (GPS) may lose it's location for a short time and causes routing and positioning concerns.
- GPS and Internal cellular device may become inoperative and causes a loss of GPS and cellular functions.
- A false Pop-up message may appear "Vehicle Phone Requires Service" even though the vehicle's phone works properly.
- Back-up camera image may be unclear or jittery/stutters at times.
- Enables Via Mobile software features when released to consumers. (U.S. market only)
- Able to adjust audio balance / fade settings during a VR session.
- Correct, condition where user could not exit screen off mode.
- Mute button status was not being displayed correctly.
- Presets where not shown correctly or were deleted.
- Enhancements to POI.
- ParkSense tone continuously on.
- Enhancement to navigation routing.
- Radio display may shows "Please insert USB Stick".
- Enhancement made when video is display in radio when using PAL format video disks.
- Corrected the temperature slider bar not updating on Manual Temperature Control vehicles.
- Navigation may not start or may lose position.
- Rear camera may show a black screen for 3 seconds upon going to reverse.
- Enhancements for iPod or iPhone devices that may not start playing after connecting.
- iPod would not resume playing after a VR session or phone call.
- Radio reset, screen lockup, blank screen or sluggish system response time.
- Compass indicator turns off.
- Touch screen shut down message.
- Radio surround sound will not stay ON.
- Driver memory feature causes Sirius XM failure.
- Loss of radio presets.
- Battery drain - due to radio remains on.
- Uconnect apps don't load.
- AM/FM popping noises and/or static.
- Backup camera display is blank.
- Compass direction may be incorrect.
- Vehicle's Icon changes on the navigation map.
- Loss of vehicle position on NAV map.
- "Vehicle Phone Requires Service" message appears on 8.4" screen.
- Nav turn-by-turn enhancements.
- Nav map guidance enhancements.
- Nav text overlaps in detour menu.
- Nav map, vehicle location enhancements in areas with low GPS signals.
- Navigation shows vehicle in San Antonio, TX.
- Screen only displays startup Logo.
- Screen Half Black Half White after update.
- Radio locked up after attempting to update with a corrupted or incorrect USB flash drive.
- Phone/Navigation Overlay Screen Freeze (WK only).

- Heated seat controls through radio do not function/display correctly during startup.
- Speed controlled volume not functioning correctly.
- Steering Wheel Control operation corrected at startup.
- Tuner mutes on startup.
- HD now defaults to 'OFF' for reduced complaints about 'channel switching' .
- "LO" temps displayed upon each vehicle start.
- HMI Lock up in SXM mode after ignition cycle.
- Voice Recognition (VR) enhancements.
- Point of interest screen locks up.
- Error message when plugging in iPod.
- Balance/fade setting changes after ignition cycle.
- Clock enhancements.
- Phone book enhancements.
- Rear climate control display frozen.
- Translation enhancements.
- Erratic pop ups in HMI.
- Added Teleprompter.
- Blue tooth, phone, iPod, auto streaming, connecting/disconnecting enhancements.
- Phone quality and pairing enhancements.
- Audio control locked after using VR feature.
- Travel link enhancements.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available. If Audio Diagnostic Trouble Codes (DTC's) are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

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.
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, see (Fig. 1).

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.**
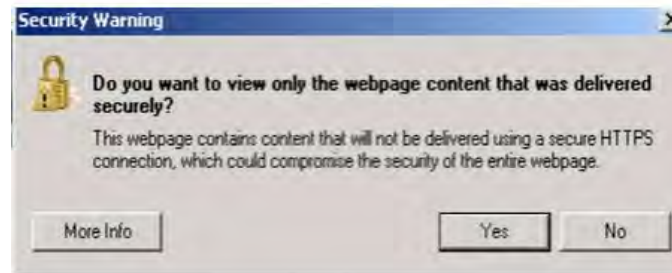

Fig. 1 Pop-up Security Message

If this Pop-up appears, select "NO" to continue.

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4. With the engine running and radio powered on, insert the **correct** USB flash drive with new software into USB hub.
5. The next screen display will have the old and new software levels. The radio will be updated to 15.26.1.

CAUTION: The customer may have already updated their radio. If the software is at or higher then the levels listed above, this service action has been completed. Use the correct inspection LOP listed on this RRT to close this service action.

6. 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.

7. The update may take 20 minutes, no other actions will be needed.

8. After the update is done, the screen will display the software levels again.
9. Press "No" and turn off the vehicle. Open and close the drivers 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.

10. Cycle the ignition one more time, turn the ignition on, then back off. Open and close the drivers door and let the Bus go to sleep. This will complete the radio update.
11. Remove the USB flash drive. This bulletin has been completed.

POLICY:

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-GH	Radio, Check Software Level and, Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-GK	Radio, Software - Create USB flash drive, From CD or 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 down loading the software onto a USB flash drive. The dealer can only use the down load 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