



**NUMBER:** 08-033-16 REV. C

**GROUP:** Electrical

**DATE:** July 16, 2016

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-033-16 REV. B, DATED JUNE 30, 2016, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDE BUILD DATES FOR 2016 BU VEHICLES WITH (RA4) RADIOS (US MARKET ONLY), ADDITIONAL SYMPTOMS/CONDITIONS, RADIO SOFTWARE LEVEL AND LOP ONLY FOR THE RRT PORTION OF THIS SERVICE BULLETIN.**

**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-070. 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.**

**THE wTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.**

***SUBJECT:***

RA4 RG4 RJ4 Radio Enhancements

***OVERVIEW:***

This bulletin involves updating the radio software.

***MODELS:***

|             |      |               |
|-------------|------|---------------|
| 2015 - 2016 | (BU) | Jeep Renegade |
| 2016        | (FB) | Fiat 500X     |

**NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA, EMEA, APAC and EMEA (Turkey Specific).**

**NOTE: **\*\*The RRT portion of the bulletin applies to 16 MY BU (US market only) vehicles built on or after March 06, 2016 (MDH 0306XX) and on or before June 17, 2016 (MDH 0617XX) equipped with Uconnect 6.5 NAV Radio (Sales Code RA4) with Uconnect Access (Sales Code RS7).\*\*****

**NOTE: This bulletin applies to BU vehicles built on or before May 20, 2016 (MDH 0520XX) equipped with Uconnect 6.5 NAV Radio (Sales Code RG4 and without Sales Code AB2).**

**NOTE: This bulletin applies to vehicles built on or before February 22, 2016 (MDH 0222XX) equipped with Uconnect 6.5 NAV Radio (Sales Code RA4).**

**NOTE: This bulletin applies to BU vehicles built on or before May 09, 2016 (MDH 0509XX) equipped with Turkey Equipment Group (Sales Code AB2) and Uconnect 6.5 NAV Radio (Sales Code RG4).**

**NOTE: This bulletin applies to BU vehicles built on or before May 09, 2016 (MDH 0509XX) equipped with Uconnect 6.5 NAV Radio (Sales Code RJ4).**

***SYMPTOM/CONDITION:***

Customers may experience one or more of the following:

- **\*\*Uconnect Apps are missing (16 MY BU, RRT portion, US market only).**
- **Unable to register Uconnect (16 MY BU, RRT portion, US market only).**
- **Assist button on App is missing (16 MY BU, RRT portion, US market only).\*\***
- **Character missing on the keyboard with Cyrillic alphabet (For EU Market only).**
- **Time of arrival NAV settings not saved over key-cycle (For EU Market only).**
- **Audio Off delayed when pressing On/Off button (For EU Market only).**
- **Digital Audio Broadcast (DAB) button missing after system startup (For EU Market only).**
- **Head unit turns on at USB disconnection (For EU Market only).**
- **Poor quality of German translations.**
- **Acoustic warning missing when approaching a speed camera (EMEA market only).**
- **3D view malfunctions.**
- **Road signs not correctly viewed during navigation.**
- **After ignition has been turned on the language switches automatically to Italian from previously selected language.**
- **Forward Collision Warning With Mitigation (FCW+) turns off spontaneously, after the ignition has been turned on and FCW+ warning light is on.**

***DIAGNOSIS:***

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify if any Diagnostic Trouble Codes (DTCs) are set. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

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

***REPAIR PROCEDURE:***

1. Has the USB flash drive 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?” press “NO” to continue.

**NOTE: If you 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 flash drive, follow the on screen instructions and perform the following:
  - a. Acquire a blank USB flash drive 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 flash drive.
  - d. One blank USB flash drive will be needed for each radio update. Additional updates can not be made on the same USB flash drive.
  - e. Once the file is saved to the USB flash drive, it is recommended you label the USB flash drive with the bulletin number and proper radio sales codes.
5. With the engine running and radio on, insert the correct USB flash drive with the new software into USB port.
6. The next screen display will have the old and new software levels. The radio will be updated to the latest release level.
7. **\*\*The latest software level is as follows:**
  - With Sales Code RA4 latest release is 16.24.31 (16 MY BU, RRT portion, US market only).**\*\***
  - With Sales Code RA4 latest release is 16.05.33 (NAFTA market only).
  - With Sales Code RG4 latest release is 16.10.35 (EMEA market only).
  - With Sales Code AB2 latest release is 16.05.32 (EMEA - Turkey market only).
  - With Sales Code RJ4 latest release is 16.02.34.
8. Is the radio software level at the latest release level?
  - a. YES >>> **\*\*This bulletin has been completed, use LOP (18-60-02-KE) to close the active RRT.\*\***
  - b. NO >>> The radio software needs to be updated. Proceed to [Step #9](#).
9. Press the “Yes” button 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.**

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

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

13. Cycle the ignition on, then back off one more time. Open and close the driver’s door and let the CAN Bus go to sleep. This will complete the radio update.
14. Remove the USB flash drive, the bulletin is now complete.

***POLICY:***

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

| <b>Labor Operation No:</b> | <b>Description</b>  | <b>Skill Category</b>           | <b>Amount</b> |
|----------------------------|---|---------------------------------|---------------|
| **18-60-02-KE              | Radio, Check Software Level - 2016 BU (U.S. Market for RRT Only)  | 6 - Electrical and Body Systems | 0.2 Hrs.      |
| 18-60-02-KF                | Radio, Check Software Level and, Perform Software Update (U.S. Market for RRT Only)<br>(0 - Introduction) | 6 - Electrical and Body Systems | 0.4 Hrs.**    |
| 18-60-02-KA                | Radio, Check Software Level and, Perform Software Update  | 6 - Electrical and Body Systems | 0.4 Hrs.      |
| 18-60-02-JH                | Radio, Software - Create USB flash drive, Uconnect Website (One Time Only)<br>(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. The technician can only use the download LOP one time for each of the radios listed.**

**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 if the dealer finds a software update 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    |