



**NUMBER:** 08-063-16

**GROUP:** Electrical

**DATE:** May 27, 2016

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-086-15 REV. A, DATED SEPTEMBER 18, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDES UPDATED BUILD DATE FOR RRT, SYMPTOM/CONDITION, DIAGNOSIS, REPAIR PROCEDURE AND LABOR OP.**

**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-046. 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:***

RA2 Radio Software Enhancement

***OVERVIEW:***

This bulletin involves updating the radio software.

***MODELS:***

2016            (FB)                            Fiat 500X

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

**NOTE: **\*\*The RRT portion of the bulletin applies to vehicles built on or before April 14, 2016 (MDH 0414XX) equipped with UConnect 5.0 AM/FM/BT (Sales Code RA2) and equipped with Premium Audio System (Sales Code RC4).\*\*****

**NOTE: This bulletin applies to vehicles built on or before September 03, 2015 (MDH 0903XX) equipped with UConnect 5.0 AM/FM/BT (Sales Code RA2).**

**SYMPTOM/CONDITION:**

The customer may notice:

- **\*\*When receiving or making outgoing phone calls, the other person may hear an echo sound or repeated phrases. \*\***
- A false message displayed in the Cluster; Parking Sensors Unavailable and/or Sound System Unavailable.

**DIAGNOSIS:**

Use a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available to verify if Diagnostic Trouble Codes (DTCs) are set. If DTCs or symptom conditions, other than the one listed above are present, record the issues 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, 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 download the files. Follow the instructions on the website 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 4 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.**

3. With the ignition on and radio powered up, insert the USB flash drive with new software into USB hub.
4. The next screen display will have the old and new software levels. The radio will be updated to **\*\*11.03.00**.
5. Is the radio at software level 11.03.00 or higher?**\*\***
  - a. Yes >>> This bulletin does not apply, press "Abort" and remove the USB flash drive. Normal diagnostics should be performed. **\*\*Use LOP (18-60-02-JT) to close the active RRT.\*\***
  - b. No >>> Proceed to [Step #6](#).
6. Press the soft key "Start" to proceed with the update.
7. The update may take 15 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: During this process the screen will go blank 2 times. Once in the beginning and once at the end of the re-flash process.**

- 8. After the update is done downloading, the screen will display "Update successful". Please remove USB flash drive.
- 9. Do not turn off the ignition as the update is not completed. Please wait until the normal radio display appears. This action may take 40 seconds.

**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-JT	Radio, Check Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-JU	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-JV	Radio, Software - Create USB flash Drive 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 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