SERVICE BULLETIN

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

SUBJECT:
RA3 RA4 Radio Enhancements

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

MODELS:

2016	(UF)	Chrysler 200
2016	(DF)	Ram 3500 10K Cab Chassis
2016	(WK)	Jeep Grand Cherokee
2016	(KL)	Jeep Cherokee
2016	(LA)	Dodge Challenger
2016	(ZD)	Dodge Viper
2016	(WD)	Dodge Durango
2016	(DS)	Ram 1500 Pickup
2016	(DJ)	Ram 2500 Pickup
2016	(LD)	Dodge Charger
2016	(DD)	Ram 3500 Cab Chassis
2016	(DP)	Ram 4500/5500 Cab Chassis
2016	(D2)	Ram 3500 Pickup
2016	(DX)	Ram Truck (Mexico)
2016	(LX)	Chrysler 300

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

NOTE: This bulletin applies to vehicles built on or before April 02, 2016 (MDH 0402XX) equipped with Uconnect 8.4 (Sales Code RA3) or Uconnect 8.4AN (Sales Code RA4).

SYMPTOM/CONDITION:

A small number of customers may experience one or more of the following:

- Navigation failed message is displayed.
- Clock not automatically updating to local time.
- Poor or no connection to cellular network.
- HVAC temperature out of sync with radio display (KL vehicles).
- Display goes blank/black.
- Radio locks up.
- Some Uconnect App remote commands do not execute with the vehicle.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate diagnostic procedures available, verify the audio system is operating properly. If audio DTCs are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

REPAIR PROCEDURE:

NOTE: This software update is only compatible with the 2016 model year vehicles listed above.

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 download the files.
3. If a security message appears "Do you want to view only the web page content that was delivered securely?" see (Fig. 1). Press **No** to continue.

Fig. 1 Pop-up Security Message

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: If the software cannot be downloaded, 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:
   - 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, additional updates can not be on the same USB flash drive.
   - 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 proper radio sales codes.

5.   With the engine running and radio powered on, insert the **correct** USB flash drive with new software into USB port.
6.   The next screen display will have the old and new software levels. The radio will be updated to 16.09.09.
7.   Is the radio at software level 16.09.09 or higher?
   a. Yes >>> The radio software is already up to date. Normal diagnostics need to be performed.
   b. No >>> The radio software needs to be updated. Proceed to Step #8.

NOTE: If the radio software level is at or above the level on the USB flash drive, DO NOT perform the update.

8.   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.

9.   The update may take up to 35 minutes to load. No other actions will be needed to initiate the update.

NOTE: During the update process, the screen on the radio will go blank two separate times for approximately two minutes at a time.

10.   After the update is done, the screen will display the software levels again.
11.   Press "No" and turn the vehicle off. Open and close the driver's 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.

12.   Cycle the ignition on, then back off one more time. Open and close the driver's door and let the Bus go to sleep. This will complete the radio update.

13. Remove the USB flash drive..
14. Is the vehicle a KL, LA, LD, LX, UF, WD or WK?
    a. Yes >>> Proceed to Step #15.
    b. No >>> This bulletin has been completed.
15. Is the vehicle equipped with Blind Spot Monitor/Cross Path Detection (Sales Code XAN)?
    a. Yes >>> Proceed to Step #16.
    b. No >>> This bulletin has been completed.
16. Go into the radio Settings menu and select Safety & Driving Assistance. Locate the Blind Spot Alert feature and verify the "Lights + Chimes" option is turned on.
17. This bulletin has been completed.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-JR	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.8 Hrs.
18-60-02-JS	Radio, Software - Create USB Jump Drive From CD or Uconnect 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. The dealer 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 35 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, 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