



**NUMBER:** 08-007-17 REV. F

**GROUP:** 08 - Electrical

**DATE:** September 8, 2017

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**THIS BULLETIN SUPERSEDES SERVICE BULLETINS 08-007-17 REV. E, DATED AUGUST 10, 2017 AND SERVICE BULLETIN 08-070-17 DATED AUGUST 09, 2017, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDE ADDITION OF RRT INFORMATION, MARKET, REVISED STEP IN INSPECTION, LOP AND UPDATED FAILURE CODE STATEMENT.**

**\*\*THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-087. ALL APPLICABLE UNSOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE UNSOLD VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT.\*\***

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

**SUBJECT:**

UAS, UCQ, UDQ, UJQ and UAQ Radio Enhancements

**OVERVIEW:**

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

**MODELS:**

|      |      |                  |
|------|------|------------------|
| 2017 | (LA) | Dodge Challenger |
| 2017 | (LD) | Dodge Charger    |
| 2017 | (LX) | Chrysler 300     |

**NOTE:** This bulletin applies to vehicles within the following markets/countries: **\*\*LATAM,\*\*** NAFTA, APAC and EMEA/Middle East.

**NOTE:** This bulletin applies to vehicles built on or before July 11, 2017 (MDH 0711XX) equipped with an Uconnect 8.4 navigation radio (Sales Codes UAQ, UCQ, UDQ or UJQ) or a Uconnect 8.4 radio (Sales Code UAS).

**SYMPTOM/CONDITION:**

Customers may experience one or more of the following:

- \*\*Vehicle Finder feature on Sirius® Guardian inoperable.
- Radio freezes and resets after start-up.
- Navigation will not load when selected on the radio screen.\*\*
- Heated seats will not turn on from controls screen (Sales Code UAQ).
- Arabic translation issues (Sales Code UAQ).
- Rear view camera does not display on the screen (unless the screen is blue which indicates a poor camera connection).
- Applications not launching from the app screen.
- USB port will not play music from a USB flash drive.
- Inaccurate location of the vehicle on the navigation map.
- Paired phones will not connect via Bluetooth®.
- Radio screen will not dim with the thumb wheel when adjusting the cluster brightness.
- Map screen does not return after rear view camera clears.
- Performance Control & Performance Page app not performing as expected.
- Bluetooth® phone call audio too low (requires volume levels above 30 to be audible).
- Song information on radio screen doesn't match the song playing.
- Navigation GPS says not available.
- Surround sound state not shown correctly.
- Responding to the Favorites notification does not go to that song.
- Compass not showing up.
- No sound or navigation when the radio is in customer mode.
- No SXM (Sirius XM) audio for channels 301 and above.
- When making an SOS call the display shows the vehicle phone has no service during a good signal strength (U.S. Market Only).
- Head unit displays "Connected Services Not Active" after successful enrollment (U.S. Market Only).
- In Vehicle Help (IVH) issue on app (U.S. Market Only).
- Assist calls not getting connected (U.S. Market Only).

Customers may also experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find that the following Diagnostic Trouble Code (DTC) has been set:

- B1560-13 - Cellular Antenna-1 Circuit Open (Canadian Market Only - Sales Code UCQ).

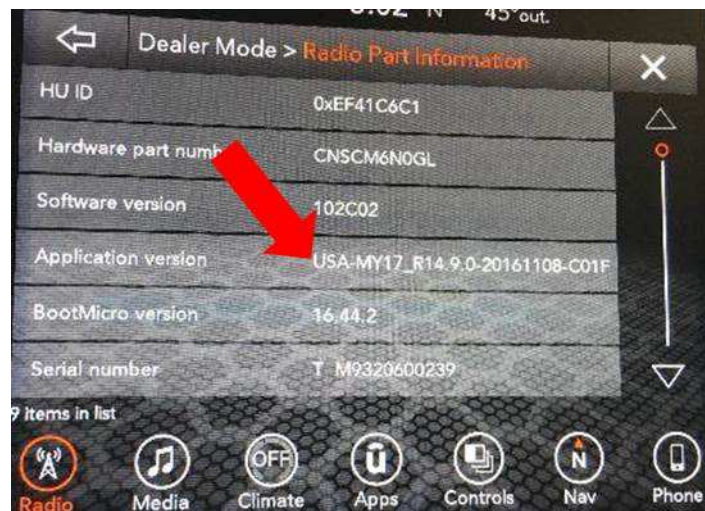
**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related systems are functioning as designed. 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 a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

**INSPECTION:**

1. Verify the radio software version. Radio must be in Dealer Mode to verify by following these steps:
  - a. Push and hold the Front Defrost, Driver Temperature Up and Temperature Down buttons simultaneously until the Dealer Mode screen appears (approximately seven seconds). Release buttons.
  - b. Select "Radio Part Information". The software version will be listed next to "Application Version".
2. Is the radio currently at software level 16.11 or higher ([Fig. 1](#)) ?
  - YES >>> The radio software is already up to date. This bulletin has been completed, \*\*use inspect LOP (18-60-02-LT) to close the active RRT.\*\*
  - NO >>> The radio software needs to be updated. Back out of Dealer Mode and proceed to [Step 1](#) of the Repair Procedure.

**Fig. 1****Radio Software Level Screen****REPAIR PROCEDURE:**

**NOTE: A 16 GB USB flash drive is required for this update. The normal 4 GB USB flash drive will not be sufficient.**

1. Has a **16 GB** USB flash drive been created?
  - YES >>> Proceed to [Step 10](#).
  - NO >>> Proceed to [Step 2](#).

**NOTE: When downloading the navigation software file equipped with an Uconnect 8.4 navigation radio (Sales Code UAQ), always select the MAC version, regardless of the computer being used.**

2. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >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?” (Fig. 2) . Press “No” to continue.



Fig. 2  
Pop-Up Security Message

**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. Use a blank USB flash drive with at least 16GB of space. Follow the on-screen instructions to download the software files.

5. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads (Fig. 3) .

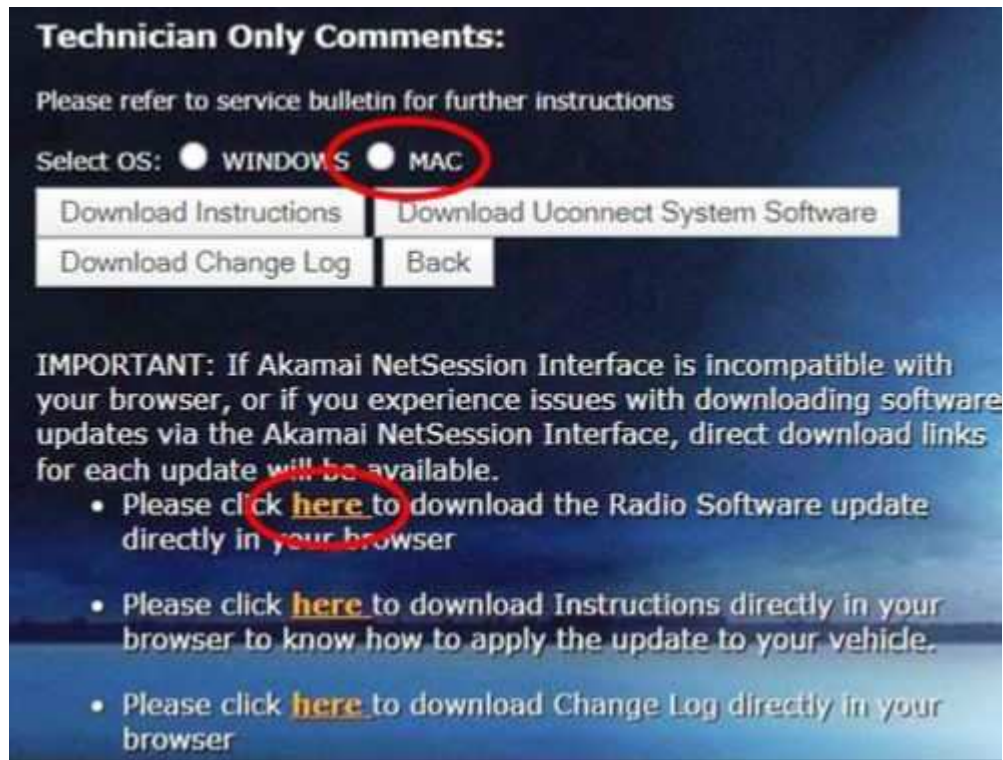


Fig. 3

**MAC Download Steps**

6. Be sure to download the file to your designated folder before extracting the zip file to the blank USB flash drive.
7. A blank USB flash drive will be needed for each radio update, additional updates can not be on the same USB flash drive.

8. Extract the downloaded zip file to the designated USB flash drive (Fig. 4) and (Fig. 5) .

**NOTE:** It may take a few minutes for an accurate extract time to be displayed.

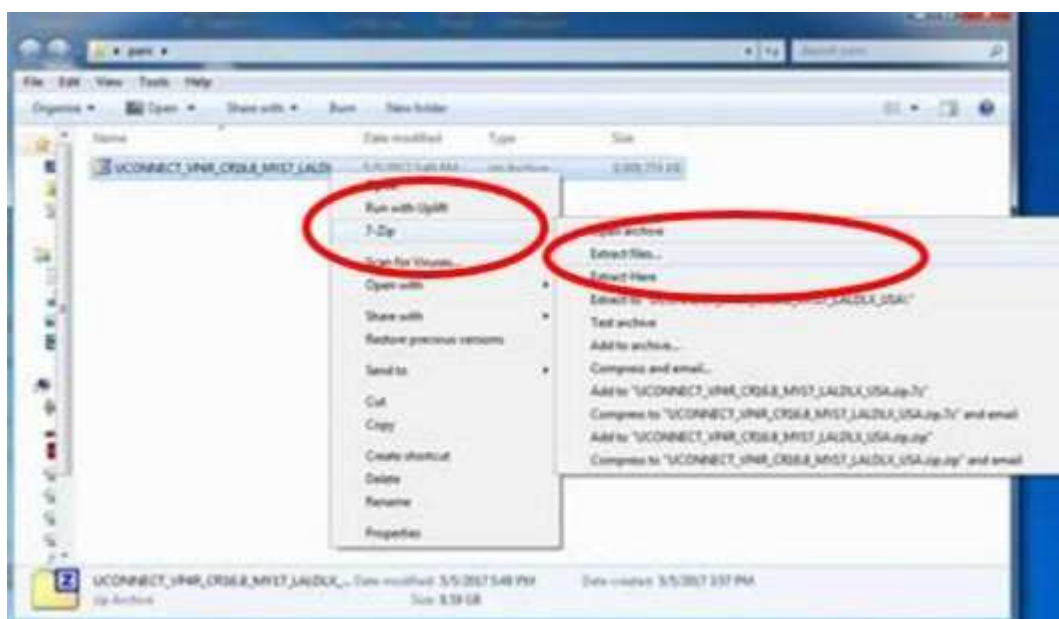


Fig. 4  
Zip File Extraction



Fig. 5  
Saving File To USB

**CAUTION!** The engine must be running and radio powered on during the update. Failure to do so may result in the radio not being updated and create connectivity issues.

**NOTE:** DO NOT remove the USB flash drive during the update.

9. Once the file is extracted to the USB flash drive, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Codes.



10. Start the vehicle and insert the correct USB flash drive with new software into the USB port.

**CAUTION! Make sure no other device is plugged into any of the USB ports while performing this re-program. If other devices are connected to USB ports during re-programming, it may cause failure of files to be loaded which may cause the radio to need replacement.**

11. The next screen display will have the old and new software levels (Fig. 6) . The radio will be updated to 16.11.

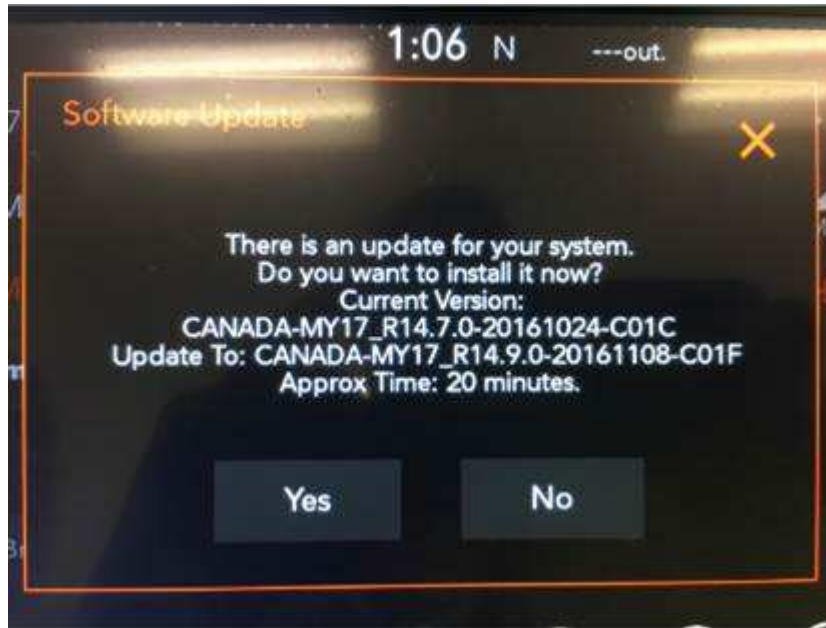


Fig. 6

**Software Levels (The figure is for reference only, actual software levels will be 16.8 to 16.11)**

12. Press the touchscreen “YES” to start the update. The update may take up to 20 minutes to load for non-navigation radios and up to 40 minutes for navigation radios. No other actions are needed to initiate the update (Fig. 7) .

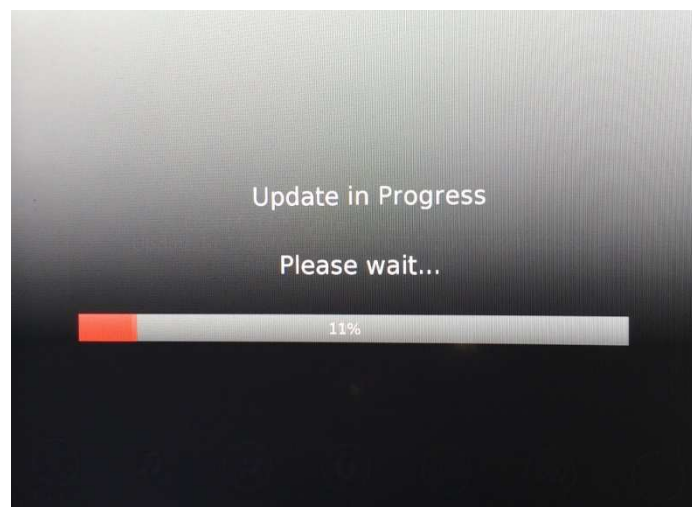


Fig. 7

**Update In Progress Screen**

**NOTE:**

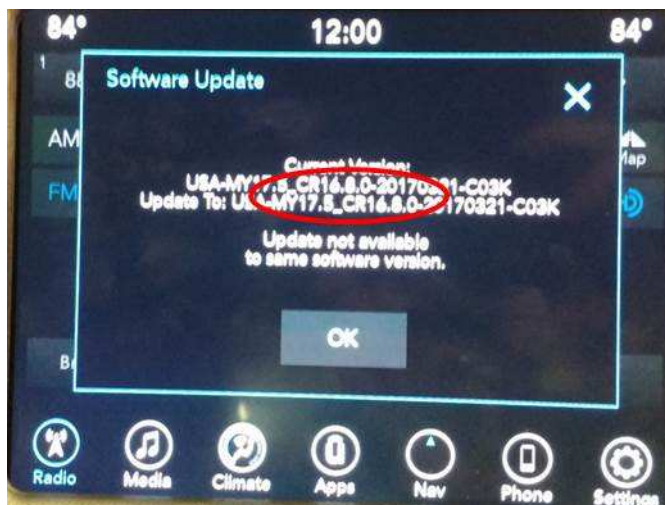
- **DO NOT** cycle the ignition or touch the radio during the update process.
  - If the software update process is interrupted, aborted or failed, the process should be **restarted**.
13. Once the update process is completed, the Backup Collection screen will appear (Fig. 8) . Backup collection takes about five minutes.



**Fig. 8**  
**Backup Collection Screen**

**NOTE:** The radio restart is normal and part of the update process. **DO NOT** remove the USB flash drive during the restart.

14. After the update is done the screen will display the software levels again and the message that an update is not available to the same software version (Fig. 9) .



**Fig. 9**

**Software Levels After Radio Restart Screen** (The figure is for reference only, actual software levels will be 16.11)

15. Press "OK" and remove the USB flash drive from the USB port.



16. Return to Dealer Mode (Fig. 10) to perform a manual reset and complete the update by following these steps:
  - a. Push and hold the Front Defrost, Driver Temperature Up and Temperature Down buttons simultaneously until the Dealer Mode screen appears (approximately seven seconds).
  - b. Hold the upper right corner of the touchscreen until the radio reboots (approximately ten seconds).



Fig. 10  
Dealer Mode Screen

17. **Perform this step for navigation radios (Sales Code UAQ) only. For all other radios (Sales Codes UCQ, UDQ, UJQ and UAS) proceed to Step 18.** Press the Nav icon at the bottom of the touchscreen. Verify that the Navigation menu comes up on the screen. After verifying the NAV menu loads, the bulletin has been completed.
18. Using the wiTECH, clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

**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-LT              | Radio, Check Software Level for RRT<br>(0 - Introduction)   | 6 - Electrical and Body Systems | 0.2 Hrs.**    |
| 18-60-02-NS                | Radio, Check Software Level and Perform Software Update (UDQ and UJQ Only)<br>(0 - Introduction)  | 6 - Electrical and Body Systems | 0.4 Hrs.      |
| 18-60-02-NT                | Radio, Check Software Level and Perform Software Update (UCQ Only)<br>(0 - Introduction)  | 6 - Electrical and Body Systems | 0.5 Hrs.      |
| 18-60-02-NU                | Radio, Check Software Level and Perform Software Update (Sales Code UAS Only)<br>(0 - Introduction)                                       | 6 - Electrical and Body Systems | 0.6 Hrs.      |
| 18-60-02-NV                | Radio, Check Software Level and Perform Software Update (UAQ Only)<br>(0 - Introduction)  | 6 - Electrical and Body Systems | 0.9 Hrs.      |
| 18-60-02-NW                | Radio, Software - Create USB Jump Drive From CD or Uconnect Website (One Time Only) (Sales code UDQ , UJQ, and UAQ)<br>(0 - Introduction) | 6 - Electrical and Body Systems | 1.1 Hrs.      |
| 18-60-02-NX                | Radio, Software - Create USB Jump Drive From CD or Uconnect Website (One Time Only) (Sales code UAS only)<br>(0 - Introduction)           | 6 - Electrical and Body Systems | 1.2 Hrs.      |
| 18-60-02-NY                | Radio, Software - Create USB Jump Drive From CD or Uconnect Website (One Time Only) (Sales code UCQ 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 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 40 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 depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.**

- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C’s must be supplied.
- The failure code “RF” (Required Flash) can no longer be used on Service Bulletin flashes. The “RF” failure code can only be used on RRT.
- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.\*\*

|    |                  |
|----|------------------|
| CC | Customer Concern |
| RF | Required Flash   |