



NUMBER: 08-098-17

GROUP: 08 - Electrical

DATE: September 29, 2017

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

SUBJECT:

Display Screen Module (DSM) Software Enhancements

OVERVIEW:

This bulletin involves reprogramming the DSM with the latest available software.

MODELS:

2016 - 2017 (LD) Dodge Charger

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

NOTE: This bulletin applies to LD vehicles built on or after March 03, 2016 (MDH 0303XX) and on or before April 24, 2017 (MDH 0424XX) equipped with 12.1" Integrated Display Screen (Sales Code RDY).

SYMPTOM/CONDITION:

A customer may experience intermittent screen lockup during Law Enforcement PC usage.

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.

1. Using the scan tool (wiTECH), verify DSM Part Number is 68340479AA.
2. Does the latest part number show AB or greater?
 - Yes >>> The DSM software is already up to date. Perform normal diagnostics.
 - No >>> The DSM software needs to be updated. Proceed to [Step 1](#) of the Repair Procedure.

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

NOTE: Software updates are now available for download to USB on the Uconnect website.

REPAIR PROCEDURE:

1. Has the USB flash drive been created?
 - YES >>> Proceed to [Step 4](#).
 - NO >>> Proceed to [Step 2](#).
2. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information>Dealer software downloads to download the files

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 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. 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 and formatted as FAT 32.
 - 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.
 - 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.

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

4. Locate Police Keyboard USB connector in the center console behind face plate.
5. Insert USB stick into Keyboard USB socket.
6. Follow instructions on the display indicating "Yes" to perform update.

NOTE: Update takes five minutes or less.

7. After seeing 100% complete, immediately remove USB stick.
8. Display will reset and initial screen will appear within one minute. Verify with wiTECH the DSM part number is 68340479AB.
9. Did the part number verification come up as 68340479AB?
 - YES >>> This bulletin has been completed.
 - NO >>> Restart the reprogramming process. Proceed to [Step 4](#).

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-PR	Module, Display Screen (DSM) - Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-PS	Module, Display Screen (DSM) 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 “First Time Only” LOP is used one time per dealer when downloading the software onto a USB flash drive.

NOTE: The expected completion time for the software download portion of this procedure is approximately 3 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

The dealer must use failure code CC with this 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 (customer's concern, cause and correction) must be provided for processing Service Bulletin flash/reprogramming conditions.

CC	Customer Concern
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