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GROUP: 08 - Electrical

DATE: June 1, 2017

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THE wiTECH 2 SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:

RAN / RAP Radio Enhancement

OVERVIEW:

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

NOTE: The customer should be informed that after the reprogram the radio will need to have the phones paired to the Entertainment Telematics Module (ETM). The operative details for pairing telephones and settings are shown in the Owner Handbook of the infotainment module.

MODELS:

2017	(GA)	Alfa Romeo Giulia
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NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA.

NOTE: This bulletin applies to vehicles built on or before March 31, 2017 (MDH 0331XX) equipped with a AM/FM/HD Bluetooth W/Nav 8.8 Radio (Sales Code RAN) or a AM/FM/HD W/Bluetooth 8.8 Radio (Sales Code RAP) and W/WO Sirius XM Satellite Radio (Sales Code RSD).

SYMPTOM/CONDITION:

Some customers may experience one or more of the following:

- Display is stuck on black screen.
- Display frozen on Alfa Romeo logo.
- Radio intermittently reboots.
- Oil level displayed on the ETM is incorrect.
- Auto-play does not maintain "ON" status after the network goes to sleep.
- Park Assist Module (PAM) graphics stayed on screen even after dismissing via rotary.
- Improved speech for navigation.
- Loss of favorite contacts.
- Lane Departure menu option available in a vehicle without the lane departure warning option.

In addition, the following improvements are included:

- Maps update.
- Update to Bluetooth® device compatibility.
- On Menu, the "Apps" icon will be changed to "Car" icon.
- Show phone info instead of phone repetition.

- Show navigation info instead of navigation repetition.
- Show audio info instead of audio repetition.
- Optional routes like Google® maps.
- When changing tracks the album art does not change to match the current song/track.

DIAGNOSIS:

Using a Scan Tool (wiTECH 2) check the build type actually installed on the ETM.

1. Is the build type U1_16294A_391A?

- Yes>>> Proceed to [Step 1](#) of the Repair Procedure.
- No >>> This bulletin does not apply. Further diagnosis is required.

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

REPAIR PROCEDURE:

1. Has a 16 GB USB flash drive been created?

- Yes>>> Proceed to [Step 4](#) of the Repair Procedure.
- No >>> Proceed to [Step 2](#).

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.

2. Go to DealerCONNECT> Service> UCONNECT Command Center> 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?” ([Fig. 1](#)) . Press “No” to continue.



Fig. 1
Security Warning Pop-up

NOTE: The software acquisition requires the deletion of all the files on the USB flash drive before copying the contents of the folder necessary for the update. Copy only the files contained in the folder onto the flash drive, NOT the folder itself.

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 16 GB of space.
 - The USB flash drive must be formatted as New Technology File System (NTFS) structure.
 - Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads (Fig. 2) .

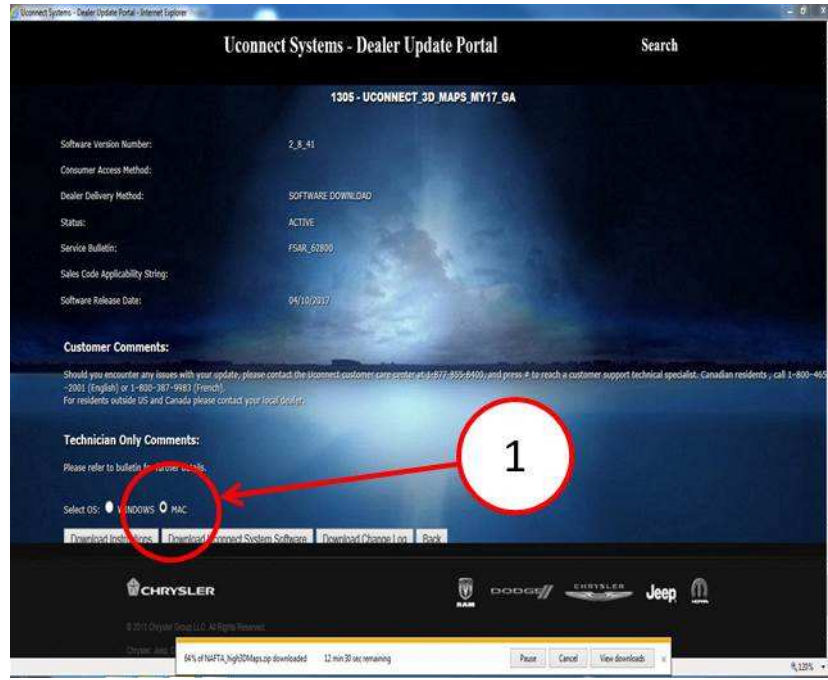


Fig. 2
Uconnect Update Portal

1 - Select the "MAC" Radial Button

- Be sure to extract the file before copying it to the blank USB flash drive (Fig. 3) .



Fig. 3
Example of Compressed File

- One blank USB flash drive will be needed for each radio update. Additional updates can not be made on the same USB flash drive.

NOTE: 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. Check that there is nothing inserted (USB flash drive or other devices) in the vehicle's ports. If there is, they must be removed before starting the update procedure.

NOTE: Start the engine and leave it running in a secure location for the duration of the update.

6. Turn on the radio with a long press of the ON/OFF control if it does not turn on automatically.

NOTE: The technician should record and reprogram the radio presets and user settings that may be reset with the radio update.

7. Press the "MENU" button to activate the main menu.
8. Turn and press the Rotary Pad to select and activate "SETTINGS" mode.
9. Turn and press the Rotary Pad to access the "SYSTEM" function.
10. Turn and press the Rotary Pad to access the "SOFTWARE UPDATE" function.
11. Insert the USB flash drive with the updating software into the port below the central console armrest. The software update will start automatically.

NOTE: Once started, the procedure does not require any intervention by the operator.

NOTE: It is not possible to perform any update by connecting the USB flash drive to other ports on the vehicle.

CAUTION! DO NOT remove the USB flash drive. DO NOT turn the key to Park or OFF.

12. When the software update procedure has completed, remove the USB flash drive. The radio will reboot and restart.

INSTRUCTIONS FOR ADDITIONAL REPROGRAMMING

After performing the ETM software update, perform the following in order:

1. Turn the radio Off.
2. Turn the vehicle Off.
3. Close the vehicle using the remote.
4. Wait for 20 minutes.

NOTE: At this point remove the Fobiks out of range of the vehicle or remove the batteries from the Fobiks.

5. Open the vehicle.
6. Turn the vehicle On.
7. Turn the radio On (If it's not possible to select via Rotary Pad "SOFTWARE UPDATE" and "USER MANUAL UPDATE" (they are in dark grey) repeat the previous steps before continuing to the next step).

NOTE: If it's not possible to select (SOFTWARE UPDATE(and (USER MANUAL UPDATE(via Rotary Pad (they are in dark grey), after repeating the procedure from Step 1 to Step 7 it's necessary to carry out the RESTORE FACTORY SETTINGS procedure then repeat the procedure from Step 1 to Step 7 before proceeding to Step 8.

8. Update the User Manual.
9. Update the Maps.

10. Carry out the vehicle restore configuration using wiTECH 2.

NOTE: Step #10 is required to solve a possible menu option availability for vehicles that are not equipped with Lane Departure Warning.

To carry out the RESTORE FACTORY SETTINGS procedure:

- Select and activate “SETTINGS” mode.
- Access the “SYSTEM” function.
- Select and activate the “RESET SETTINGS” mode.
- Select “OK”.

USER MANUAL UPDATE

For the installation of the user manual, follow these steps:

1. Unzip the user manual update package.
2. Put the user manual update package on to the USB stick.
3. Connect USB stick to USB port of the Head Unit.
4. In the Human Machine Interface (HMI) go to Settings> System> user's manual update> user's manual update and give the confirmation.
5. When the process is completed, it will request to power down the head unit.

MAP UPDATES

Before proceeding to Maps update it's necessary to modify the following settings:

- • Turn and press the Rotary Pad to access “SETTINGS”> “TIME AND DATE”> “GPS SYNCHRONIZATION”> “OFF” to disable the GPS clock synchronization.
- • Turn and press the Rotary Pad to access “SETTINGS”> “TIME AND DATE”> “TIME SETTING” and set manually the time.
- • Turn and press the Rotary Pad to access “SETTINGS”> “TIME AND DATE”> “DATE SETTING” and set manually the date.

The map updates will apply only to vehicles with one of the following navigation options:

- NAFTA High applies to version with 3D maps (RAN Sales Code).
- NAFTA Mid applies to version with 2D maps (RB4 Sales Code).

CAUTION! The map update procedure must only be performed after updating the ETM software.

NOTE: The software update is carried out using a USB flash drive - with a minimum capacity of 16GB formatted as NTFS - containing the updated software.

NOTE: Copy only the files contained in the folder and NOT the folder itself onto the flash drive.

1. Start the engine and leave it running - (safely) - for the duration of the update.
2. Turn on the radio with a long press of the ON/OFF control, if it does not turn on automatically.
3. Press the MENU button to activate the main menu.
4. Turn and press the Rotary Pad to select and activate “SETTINGS” mode.
5. Turn and press the Rotary Pad to access the “SYSTEM” function.
6. Turn and press the Rotary Pad to access the “SOFTWARE UPDATE” function.
7. Press the MENU (2) button to activate the main menu.

8. Turn and press the Rotary Pad to select and activate “SETTINGS”> “SYSTEMS”> “MAP UPDATE”> “UPDATE MAPS”. Insert the USB flash drive with the map updates in the port below the central console armrest (Fig. 4) . Press the Rotary Pad to start the update.



Fig. 4
Location of USB Port

NOTE: Once started, the procedure does not require any intervention by the operator.

9. When the map update procedure has completed, a confirmation message will be shown on the display.
10. Remove the USB flash drive.

NOTE: Before handing back the car it's necessary to:

- • Turn and press the Rotary Pad to access “SETTINGS”> “TIME AND DATE”> “GPS SYNCHRONIZATION” to enable GPS clock synchronization.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-LZ	Check Software Level, Perform Software Update (ETM), Power Down Modules, Update User Manual, and Restore Vehicle Configuration (0 - Introduction)	6 - Electrical and Body Systems	0.9 Hrs.
18-60-02-MA	Check Software Level, Perform Software Update (ETM), Power Down Modules, Update User Manual, Update 2D Maps, and Restore Vehicle Configuration (0 - Introduction)	6 - Electrical and Body Systems	1.5 Hrs.
18-60-02-MB	Check Software Level, Perform Software Update (ETM), Power Down Modules, Update User Manual, Update 3D Maps, and Restore Vehicle Configuration (0 - Introduction)	6 - Electrical and Body Systems	1.8 Hrs.
18-60-02-MC	Radio, Software - Create USB Jump Drive for ETM using Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-MD	Radio, Software - Create USB Jump Drive for 2D Maps using Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-ME	Radio, Software - Create USB Jump Drive for 3D Maps using Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-MF	Radio, Software - Create USB Jump Drive for User Manual Utilizing Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

NOTE: The “One Time Only” LOPS are 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 50 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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