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GROUP: 08 - Electrical

DATE: June 10, 2017

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THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 08-053-16 REV. B, DATED MAY 19, 2016, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** WHICH INCLUDES ADDITIONAL SYMPTOM/ CONDITIONS, IMPROVEMENTS, UPDATED SOFTWARE LEVEL, REPAIR NOTE, PICTURES AND UPDATED FAILURE CODE STATEMENT.**

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

SUBJECT:

Flash: RA3/RA4 Radio Software Enhancements

OVERVIEW:

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

MODELS:

2015	(WD)	Dodge Durango
2015	(WK)	Jeep Grand Cherokee
2015	(UF)	Chrysler 200
2015	(KL)	Jeep Cherokee
2015	(LX)	Chrysler 300
2015	(LD)	Dodge Charger
2015	(LA)	Dodge Challenger
2015	(ZD)	Dodge Viper
2015	(DS)	RAM 1500 Pickup
2015	(DJ)	RAM 2500 Pickup
2015	(D2)	RAM 3500 Pickup
2015	(DD)	RAM 3500 Cab Chassis
2015	(DP)	RAM 4500/5500 Cab Chassis
2015	(DX)	RAM Truck (Mexico)

NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA (Canada and Mexico only).

NOTE: This bulletin applies to vehicles equipped with one of the following radios:

- Uconnect 8.4A AM/FM/BT/ACCESS (Sales Code RA3).
- Uconnect 8.4AN AM/FM/BT/ACCESS/NAV (Sales Code RA4).

SYMPTOM/CONDITION:

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

- **“Navigation Failed” message is displayed.
- Navigation is inoperative or inaccurate.
- CD player will not play songs and/or locks up the radio.
- The clock will not automatically update to local time.
- The clock may be off by several hours (RA3 only).
- HVAC temperature out of sync with radio display (KL vehicles).
- Some Uconnect App remote commands do not execute with the vehicle.
- Radio Apps are inoperative.
- Radio will lock up.
- Radio display screen is black or blank.
- Battery drain due to radio staying on.**
- Rearview Camera image appears jittery (UF vehicles only).
- Inability to establish a WiFi connection when security feature is enabled (UF vehicles only).
- Audio distortion/popping heard while playing Apple devices through the USB port (UF vehicles only).
- Remote Uconnect Apps functions (i.e. door locks, remote start) inoperative while the engine is running (UF vehicles only).
- HVAC temperature out of sync with radio display (KL vehicles).
- Intermittently blind spot chime will not turn off (KL vehicles only).
- The radio may switch from SiriusXM® to an AM station by itself.
- Uconnect registration always present, can not remove Uconnect account.
- Teleprompter does not appear when pressing the Voice Recognition (VR) button.
- VR operation cancels while in media mode.
- The radio may display previous image before displaying the current image.
- Navigation lost vehicle position during route calculation.
- Navigation displays are missing after vehicle heading changes.
- Navigation giving incorrect guidance to exit the highway.
- FM audio may switch to AM after ignition cycle.
- Text messages appear as sender’s phone number not their name.
- VR phone button may not work at times.
- Audio muted after AUX device is disconnected.
- VR, “ Listen” to text will only play first message.
- Drive Mode: Eco, sport or normal setting may not be saved after key cycle (LA, LD, LX and ZD Only).
- Drive Mode: Shift light On/Off, out of sync (LA, LD, LX and ZD Only).
- SiriusXM station information does not update.
- Speed adjusted volume may not work.
- AM or FM seek or tuner soft keys may be missing.
- Display screen show ambient temperature as ”- - “ not normal values.

In addition, the following Improvements are included:

- **Adds Apple Siri® Eyes Free capability for iPhone® owners.
- Add the ability to drag and drop icons into the menu bar.
- Auto Play can now be configured.
- Enhanced VR performance.
- Media devices, phone pairing and Bluetooth usage improvements.
- Improved tuner performance.
- Enhancements in Connectivity Apps (Yelp®, Pandora®, Aha®, etc).
- Human Machine Interface (HMI) improvements.
- Adds “do not disturb” text message feature.**
- User can pair iPhone with Uconnect via Bluetooth and talk to Siri through Uconnect.
- Ability to press VR button for more than one second.
- Keyboard improvements in the Points Of Interest (POI) section.
- High Definition (HD) radio buffering.
- Spanish translation.
- Radio station scroll feature.
- Drive Mode: Launch control button, text improvements (LA, LD, LX and ZD Only).
- Making assist calls.
- Enable the High Definition (HD) feature (RA4 only).
- App functionality and screen displays.
- Displays correct media, song titles and tracks.
- Travel Link Points Of Interest (POI), displaying movies and favorites.
- Incoming calls, audio enhancements (LA, LD and LX Only).
- Audio for strong AM stations.
- VR performance.
- Settings can only be changed in run mode, not ACC.
- Notify user when messaging features are not supported on certain phones/devices.
- Shows direction and distance for POI when using VR.

DIAGNOSIS:

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

For all other customers that describe the symptom/condition, perform the Repair Procedure.

REPAIR PROCEDURE:

NOTE: This software update is only compatible with the 2015 model year vehicles listed.

NOTE: Two files will be loaded onto the USB flash drive (Fig. 1) .



Fig. 1
Two USB Files

1. Has a USB flash drive been created?
 - a. YES >>> Proceed to [Step 2](#).
 - b. NO >>> Proceed to [Step 5](#).
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?" (Fig. 2) Press No to continue.



Fig. 2
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.

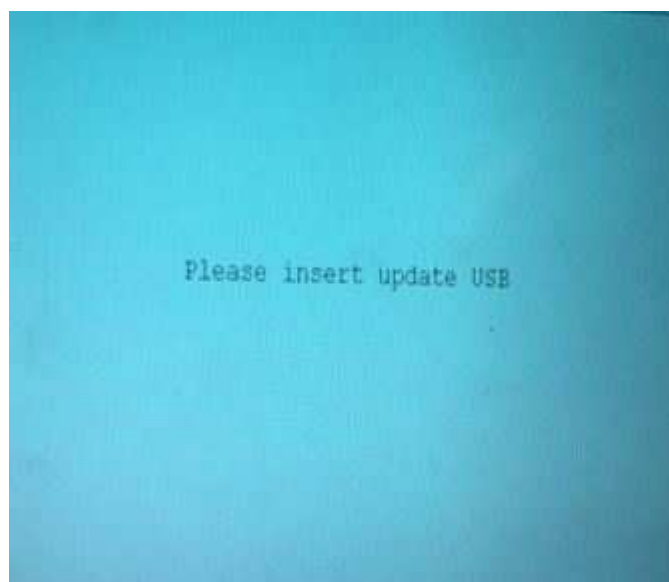
- Download the software update file to your local PC's desktop.
- Be sure to extract the file before copying it to the blank USB flash drive.
- A blank USB flash drive will be needed one for each radio update, additional updates can not be on the same USB flash drive.
- Once the file is saved to the USB flash drive, it is recommended you physically label the USB flash drive with the bulletin number and proper radio sales codes.

NOTE: The engine should be running and radio powered on during the update.

NOTE: **During the update process you will see multiple hourglass and “Please Insert Update USB” screens for extended periods of time (several minutes)(Fig. 3) or (Fig. 4) . DO NOT remove the USB flash drive at this time. Only remove the USB flash drive when the update has completed, when the screen displays the software levels again. The screen will say “Software updated successfully”.**



**Fig. 3
Hourglass Screen**



**Fig. 4
Please Insert Update USB**

5. 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 ****17.11.07.****
7. Is the radio at software level ****17.11.07**** 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: DO NOT cycle the ignition or touch the radio during the update process.

NOTE: If the software update process is interrupted, aborted or failed, the process should be restarted. See Star Online Cases if the radio failed to update, or is stuck in 'update mode' displaying “Insert Update USB” and if so, re-insert the USB.

9. The update may take up to ****40**** minutes to load. No other actions will be needed to initiate the update.

NOTE: During the update process, the screen on the radio will display an hourglass and blue screen that said “Please Insert Update USB” for approximately two to five minutes at a time ([Fig. 3](#)) and ([Fig. 4](#)).

NOTE: DO NOT remove the USB at any point of the update process until the final software levels match.

10. ****After the update is done the screen will display the software levels again and will prompt to remove USB ([Fig. 5](#)).**

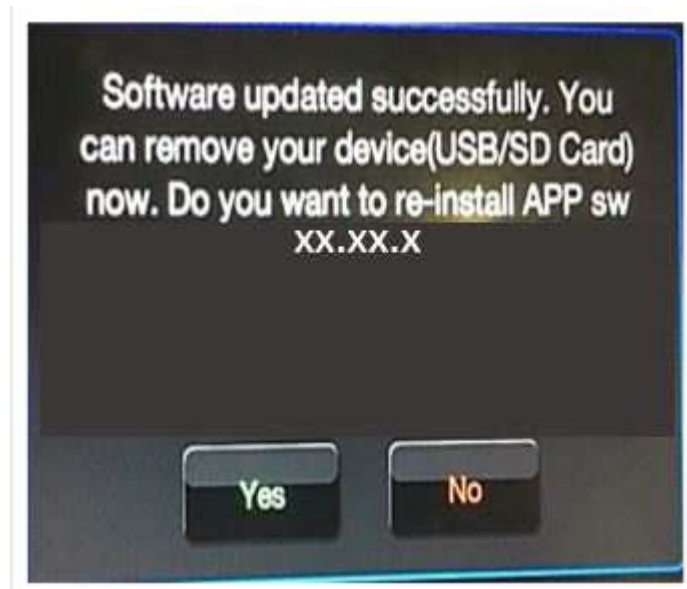


Fig. 5

****Software Updated Successfully****

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.

NOTE:Updating the radio’s software may cause the radio to reset back to factory default setting. The customer should be advised that they may need reset the personal settings, theme, color, presets, favorites and the phones may need to be paired again.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
**18-60-02-MT	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.8 Hrs.
18-60-02-MU	Radio, Software - Create USB Flash Drive From 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 40 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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