SERVICE BULLETIN

THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-028-17, DATED JANUARY 24, 2017, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS** AND INCLUDE ADDITION OF 2017 MODEL YEAR AND RU VEHICLES.

SUBJECT:
RA3 and RA4 Radio Over The Air Software Updates

OVERVIEW:
This bulletin provides information regarding the latest Flash Over The Air update (FOTA) and provides a service technician an overview of the steps a customer will need to take to complete the update.

MODELS:

**2017	(RU)	Chrysler Pacifica**
2013 - **2017**	(D2)	RAM 3500 Pickup
2013 - **2017**	(DD)	RAM 3500 Cab Chassis
2013 - **2017**	(DF)	RAM 3500 <10K Cab Chassis
2013 - **2017**	(DJ)	RAM 2500 Pickup
2013 - **2017**	(DS)	RAM 1500 Pickup
2015 - **2017**	(UF)	Chrysler 200
2014 - **2017**	(WD)	Dodge Durango
2014 - **2017**	(WK)	Jeep Grand Cherokee
2013 - **2017**	(ZD)	Dodge Viper
2014 - 2016	(KL)	Jeep Cherokee
2015 - 2016	(LA)	Dodge Challenger
2015 - 2016	(LD)	Dodge Charger
2015 - 2016	(LX)	Chrysler 300

NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA (U.S. only).

NOTE: This bulletin applies to the following vehicles:

- ****For DS, D2, DD, DF and DJ vehicles built on or before May 16, 2017 (MDH 0516XX) equipped with Uconnect 8.4 (Sales Code RA3) or Uconnect 8.4AN (Sales Code RA4).**
- **For WD and WK vehicles built on or before April 28, 2017 (MDH 0428XX) equipped with Uconnect 8.4 (Sales Code RA3) or Uconnect 8.4AN (Sales Code RA4).**
- **For RU and ZD vehicles built on or before May 17, 2017 (MDH 0517XX) equipped with Uconnect 8.4 (Sales Code RA3) or Uconnect 8.4AN (Sales Code RA4).**

- **For UF vehicles built on or before December 02, 2016 (MDH 1202XX) equipped with Uconnect 8.4 (Sales Code RA3) or Uconnect 8.4AN (Sales Code RA4).****

SYMPTOM/CONDITION:

The following improvements are included in this update:

- Adds Apple Siri® Eyes Free capability for iPhone® owners.
- Auto Play can now be configured.
- Adds do not disturb text message feature.
- The ability to drag and drop icons into the menu bar.
- Fix for radio locks up/frozen.
- Fix for stuck on black/blank screen.
- Human Machine Interface (HMI) improvements.
- Several navigation improvements.
- Fix for radio loss of time display.
- Media devices, phone pairing and Bluetooth usage improvements.
- Improved tuner performance.
- Enhanced Voice recognition (VR) performance.
- Enhancements in Connectivity Apps (Yelp, Pandora, Aha, etc).

DISCUSSION:

All MY13-16 and some 2017 MY vehicles sold in the U.S. with the RA3 or RA4 radio can now receive software updates "over-the-air". Updates to software level 17.11.07 will occur in a phased roll-out. The software is updated through the built-in cellular modem in the radio which is connected to the Sprint® 3G network. Customers will see a notification on their radio screen when new software is available for their radio (Fig. 1) . The owner will have the option to update the radio or schedule the update for later. There is not an option to decline the update indefinitely. The update must be performed.

NOTE: This is an information only Service Bulletin to help the customer understand how they can perform their FOTA update. This document does not contain a LOP for reimbursement.

Fig. 1
Software Acceptance Screen

1. The vehicle needs to be in the park position, or have the vehicle in neutral with parking brake engaged if equipped with a manual transmission. The engine does not need to be running, however, the ignition must be in the "RUN" position (On).

NOTE: The customer should park the vehicle outdoors if the engine is running.

2. Press "Update Now" to start the first phase of the software update. The first phase will take up to 15-20 minutes to complete (Fig. 2) .
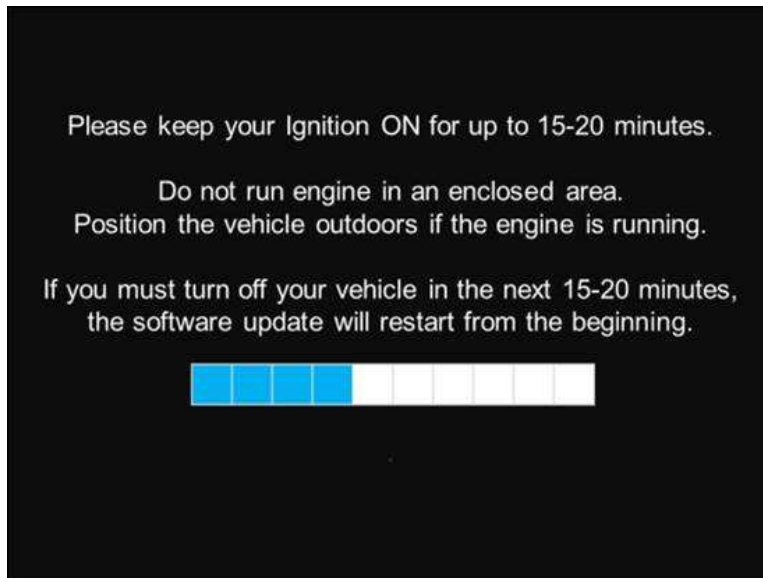

Fig. 2
First Phase

NOTE: If the ignition is turned off during the first phase, the customer will be required to restart the entire process from the beginning. The software acceptance screen will not appear again.

3. The "wait" screen (Fig. 3) will appear multiple times during the update.

Fig. 3
Wait Screen

4. Once the update has reached the second phase, the message on the touchscreen will tell you that you can turn off the vehicle, exit and let the process complete on its own (Fig. 4) .

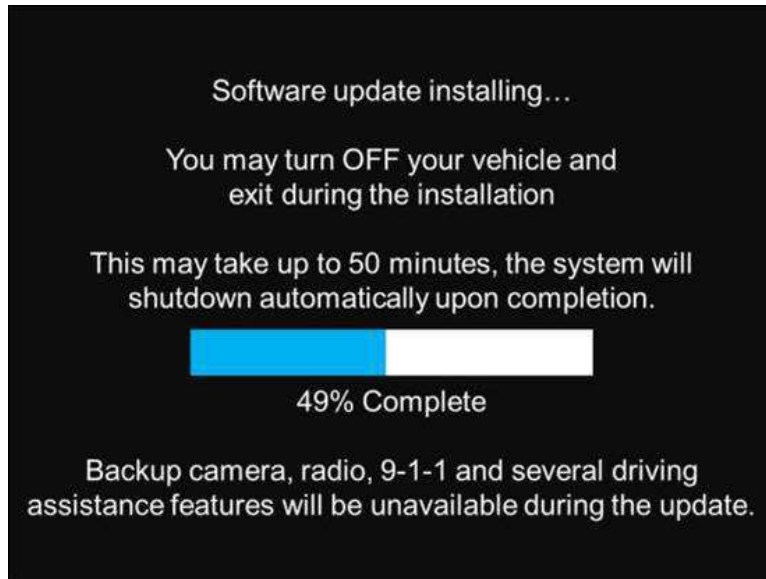**NOTE: The second phase may take up to 50 minutes to complete.**

Software update installing…

You may turn OFF your vehicle and exit during the installation

This may take up to 50 minutes, the system will shutdown automatically upon completion.

49% Complete

Backup camera, radio, 9-1-1 and several driving assistance features will be unavailable during the update.

Fig. 4
Second Phase

NOTE: The second phase screen will show the completion bar go to 49% quickly and will then stay at that percentage for a longer period of time. The install is not broken/ frozen.

5. Upon completion of update, the radio will display a confirmation message (Fig. 5) .

Software Update

Your Uconnect system has been updated with the latest software.

Station presets, Bluetooth phone pairing and other preferences may need to be set again.

OK   What's New

Fig. 5
Confirmation Screen

NOTE: If there are other hardware issues or concerns, contact the STAR Center for support.

POLICY:
Information Only