SERVICE BULLETIN

SUBJECT:
Flash Over The Air (FOTA) Software Update UAV and UCV Radio

OVERVIEW:
This bulletin provides information regarding the latest FOTA software update to 21.10.

MODELS:

2019	(DT)	RAM 1500 Pickup

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

NOTE: This bulletin applies to vehicles built on or before August 07, 2018 (MDH 0807XX) equipped with a Uconnect 4C NAV With 8.4″ Display (Sales Codes UAV or UCV).

SYMPTOM/CONDITION:
Customers may experience one or more of the following:

- Backup camera screen is blue.
- Green horizontal lines appear across screen.

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (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.

NOTE: Under no circumstances should this procedure be performed WITHOUT a customer concern that matches the symptoms listed above. All vehicles will receive the FOTA update when the proper conditions have been met.

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

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 level will be listed next to "Application Version".

2. Is the radio currently at software level 21.10 or higher (Fig. 1) ?

   - YES >>> The radio software is already up to date. Normal diagnostic should be performed.
   - 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 11.
   - NO >>> Proceed to Step 2.

NOTE: When downloading the navigation software file equipped with an Uconnect 8.4 navigation radio, 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) .
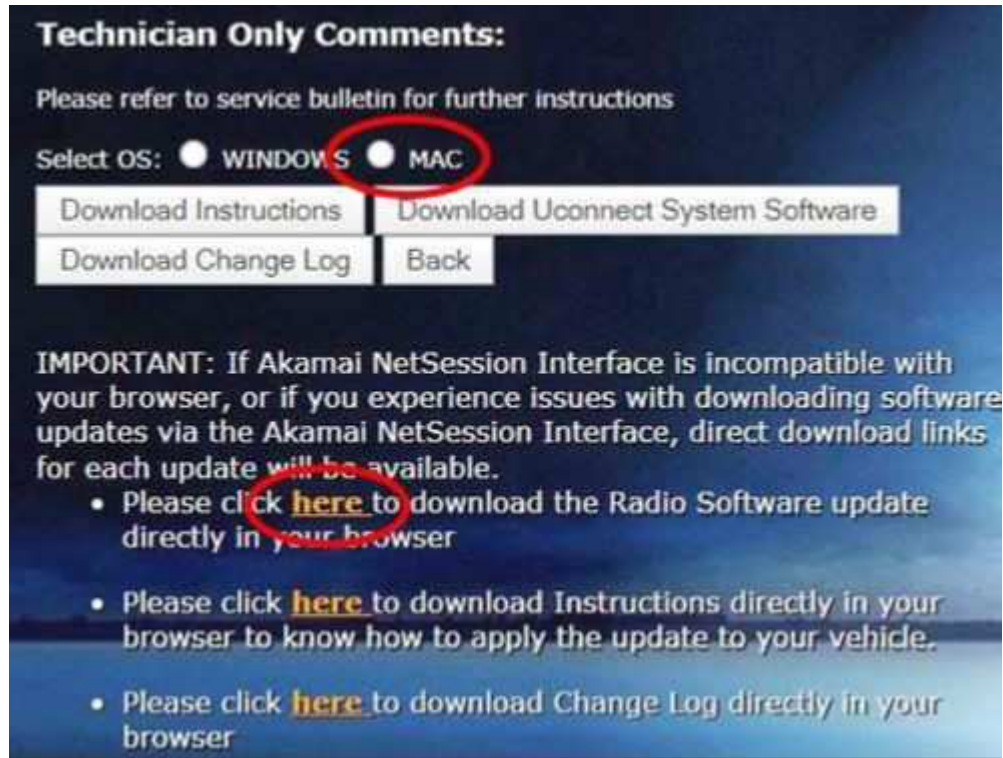

Fig. 3
MAC Download Steps

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.
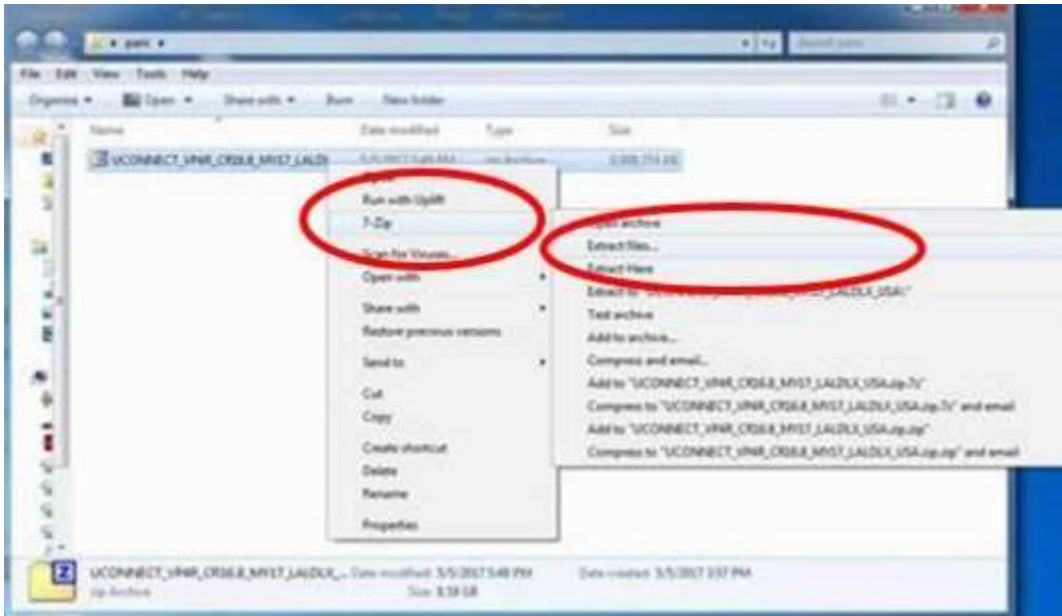

Fig. 4
Zip File Extraction

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. Verify the content on the flash drive matches (Fig. 6) for Navigation equipped radios and (Fig. 7) for Non-Navigation equipped radios.
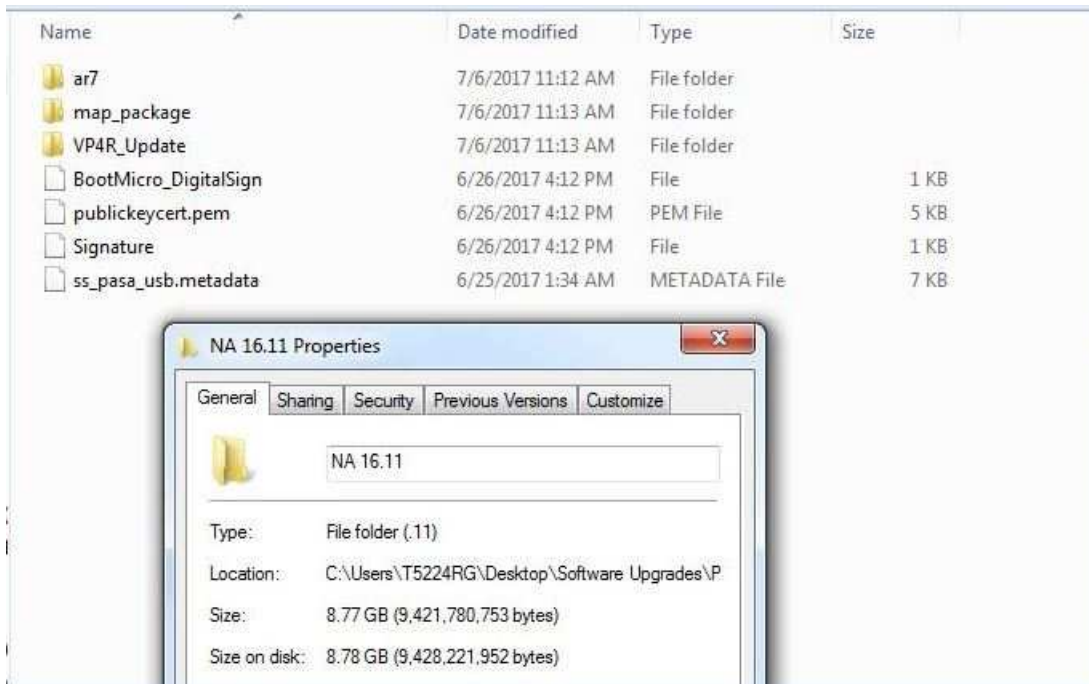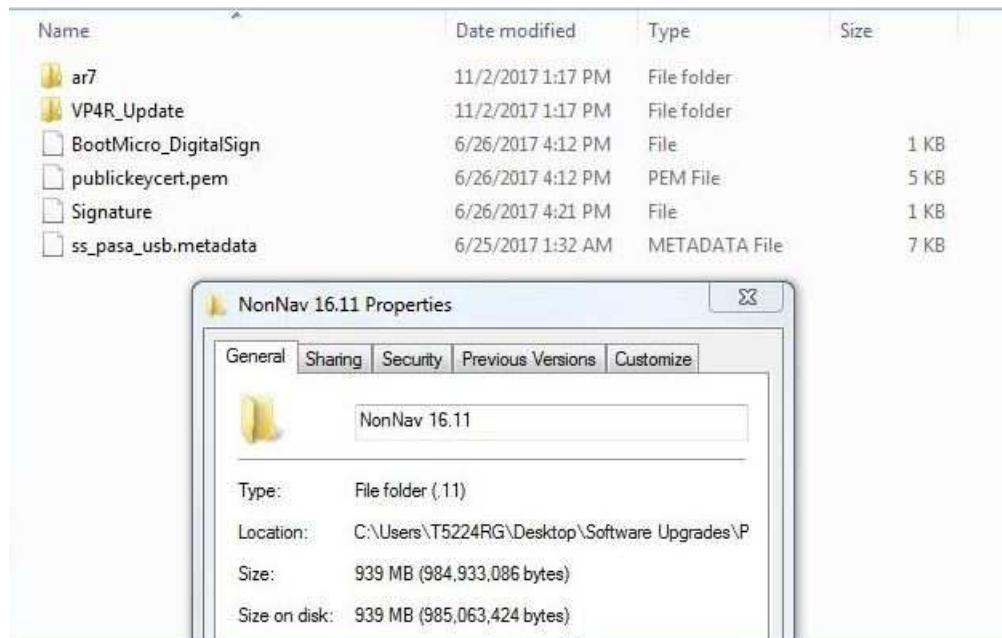

Fig. 6
Navigation Radio Files

Fig. 7
Non-Navigation Radio Files

10. 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.

11. 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.

12. If the screen in (Fig. 8) is displayed, the USB flash drive was not set up correctly. Use a top name brand USB and create a new flash drive then start the update again.

Fig. 8
Software Not Compatible

NOTE: If the ignition is turned off before the two minute has expired, the software update will be canceled. The ignition does not have to be turned off to perform this updated. (Fig. 10) .

13. Once the system has verified there is an available update, touch the "Update Now" button. Make sure the vehicle is in park, **DO NOT turn off the ignition** (Fig. 9) .
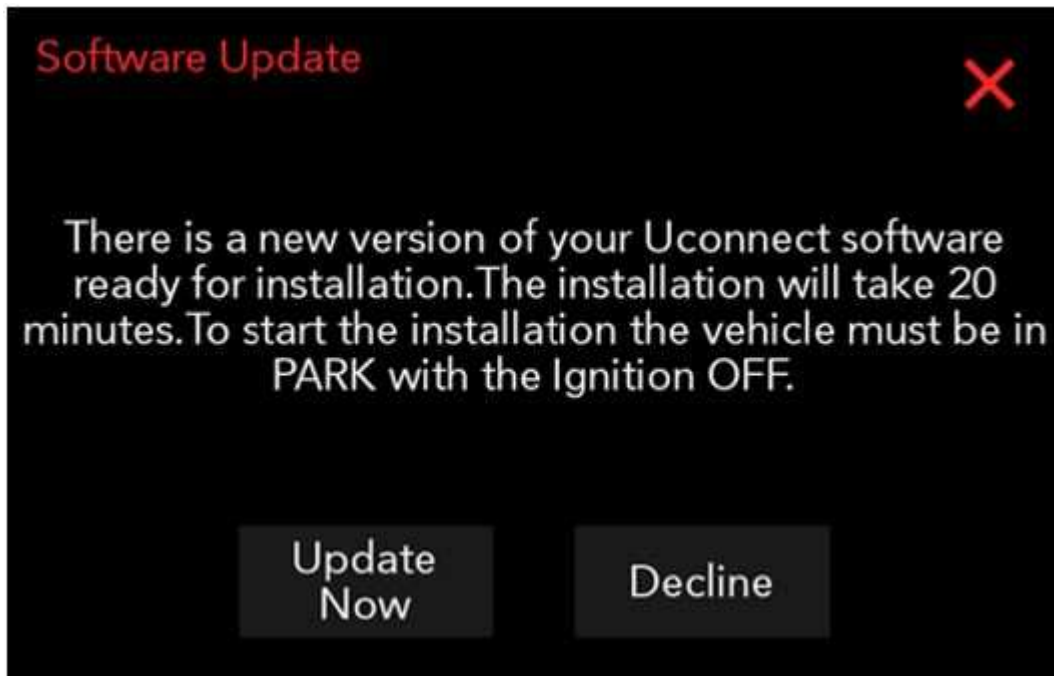

Fig. 9
Software Update Is Available

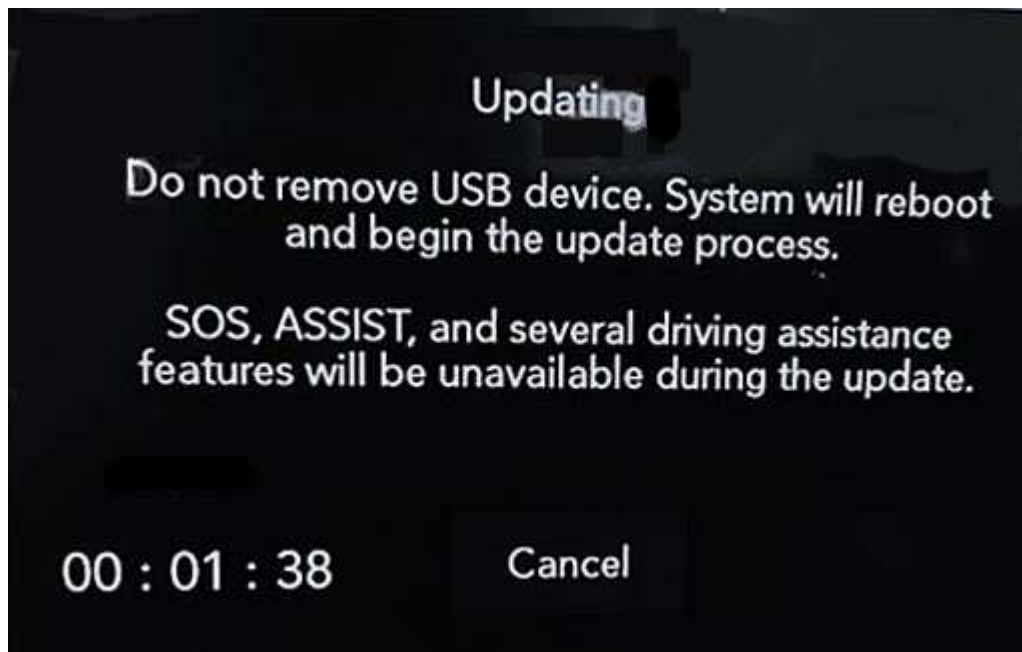14. If the ignition is turned off before the two minute has expired, the software update will be canceled (Fig. 10) .

Fig. 10
Radio Update Process Begins

15. The radio will reboot and the update will begin (Fig. 11) .

Fig. 11
Software Update In Progress

NOTE: Some display screens will not be displayed, if the ignition is turned off during the update.

16. After the update has completed, the radio will shut down. With the USB flash drive still inserted in the USB port, turn the ignition back to the run position. If the radio has been updated correctly, the screen in (Fig. 12) will be displayed. Press "OK" and remove the USB flash drive.

Fig. 12
Software Levels (The figure is for reference only, actual software levels will be 21.10)

17. Press the Nav icon at the bottom of the touchscreen. Verify that the Navigation menu comes up on the screen.

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.

NOTE: After performing the radio update, the radio display screen may have a ghost image that will not clear even after turning off the ignition. This ghost image may appear on any radio screens selected. Do not replace the radio for this concern, turn the vehicle off and allow the radio and vehicle to enter a full power down cycle. A full power down cycle may take between 45 to 60 minutes.

POLICY:
Reimbursable within the provisions of the warranty.

NOTE: Under no circumstances should this procedure be performed WITHOUT a customer concern that matches the symptoms listed in this bulletin. Failure to follow this policy may result in claim charge back.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-05-95	Create USB Jump Drive from Uconnect Website (Sales Code UAV Only) (One Time Only)	6 - Electrical and Body Systems	0.9 Hrs.
18-60-05-96	Create USB Jump Drive from Uconnect Website (Sales Code UCV Only) (One Time Only)	6 - Electrical and Body Systems	0.9 Hrs.
18-60-05-94	Check Radio Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.4 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 30 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