



NUMBER: 08-009-19 REV. A

GROUP: 08 - Electrical

DATE: May 7, 2019

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This bulletin supersedes service bulletin 08-110-18 REV. A, dated December 06, 2018 and 08-009-19, dated January 26, 2019, which should be removed from your files. All revisions are highlighted with **asterisks**** and include software level, symptoms, enhancements, build date and LOPS.**

SUBJECT:

UAX and UCX Radio Enhancements

OVERVIEW:

This bulletin involves inspecting and if required, updating the radio software level to ****28.1.****

MODELS:

2019 (DT) RAM 1500 Pickup

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

NOTE: This bulletin applies to vehicles built on or before **January 14, 2019 (MDH 0114XX)**** and equipped with an Uconnect 12.0 with Navigation radio (Sales Codes UAX and UCX).**

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- ****Audio distortion.**
- Uconnect App inoperative.
- Navigation route guidance incorrect.
- Radio locked up.******
- Voice recognition inoperative.
- Navigation locks up and/or black screen.
- Missing CarPlay® message "Device Not Present?" when using the iPhone® display screen.
- Split screen with incorrect display.
- Radio display screen may flicker.
- Poor Bluetooth® audio.
- Split screen with incorrect display.
- Radio will intermittently reset.
- SXM® audio stops working.
- SXM missing the menu and/or display graphics.

In addition, the following improvements are included:

- ****Radio reception improvements.****
- AndroidAuto®/CarPlay enhancements.
- Language enhancements.

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.

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. Press and hold the both lower corners of the display screen, until the Dealer Mode screen appears (approximately seven seconds). Release buttons, (Fig. 1) .



Fig. 1
Location to Press and Hold

- b. Select "Radio Part Information". The software version will be listed next to "Application Version" (Fig. 2) .

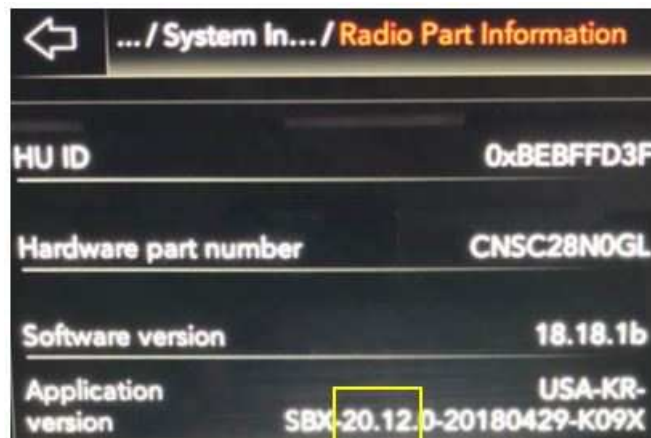


Fig. 2
Application Version

2. Is the radio currently at software level **28.1** or higher?
 - 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.

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 12](#).
 - NO >>> Proceed to [Step 2](#).
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 webpage content that was delivered securely?”, press “No” to continue ([Fig. 3](#)) .



Fig. 3
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 16 GB 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. 4) .

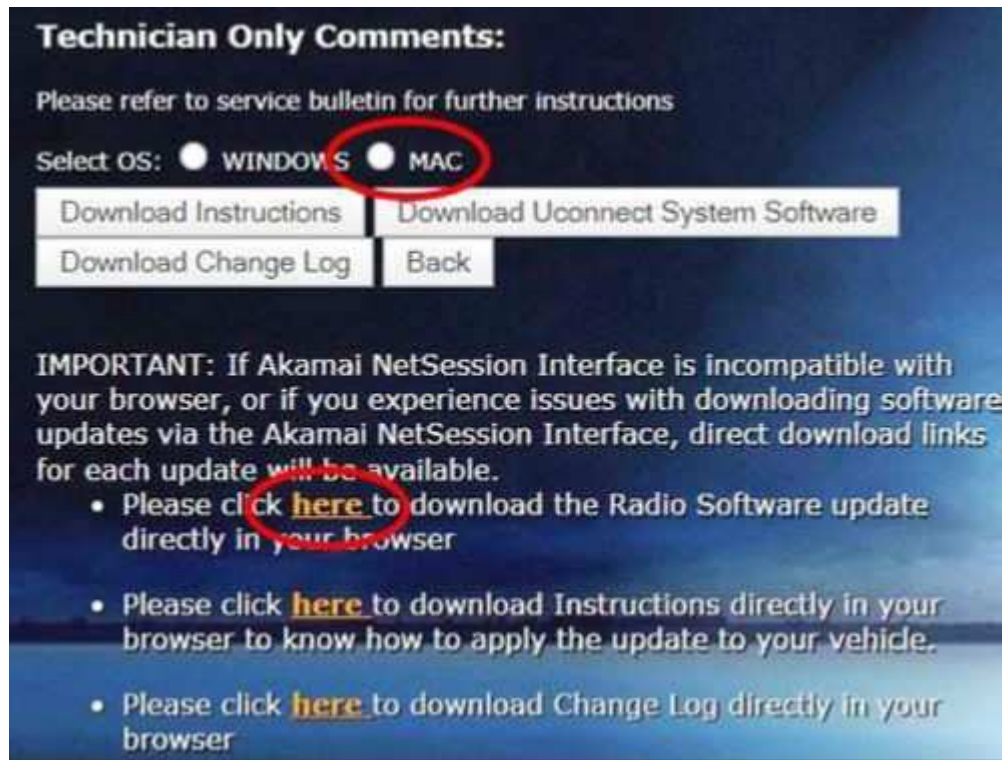


Fig. 4

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. Use blank 16 GB USB flash drive and Formatted to FAT32. No other files to be kept on the USB flash drive except the 2 folders of the software files.
8. Extract the downloaded zip file to the designated USB flash drive.

NOTE: It may take a few minutes for an accurate extract time to be displayed.

9. Verify the content on the flash drive (Fig. 5) .

Name	Date modified	Type	Size
map_package	5/7/2018 9:27 AM	File folder	
VP4R_Update	5/7/2018 8:59 AM	File folder	

Fig. 5

Correct Files on USB Flash Drive

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. Go to the media screen (Fig. 6) .



Fig. 6
Media Screen

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. Start the vehicle and put the correct USB flash drive into the USB port.

NOTE: The software update screen may take up to a minute before it is displayed. If the update screen isn't displayed, cycle the ignition to "Off" then "Run" (Fig. 7) .

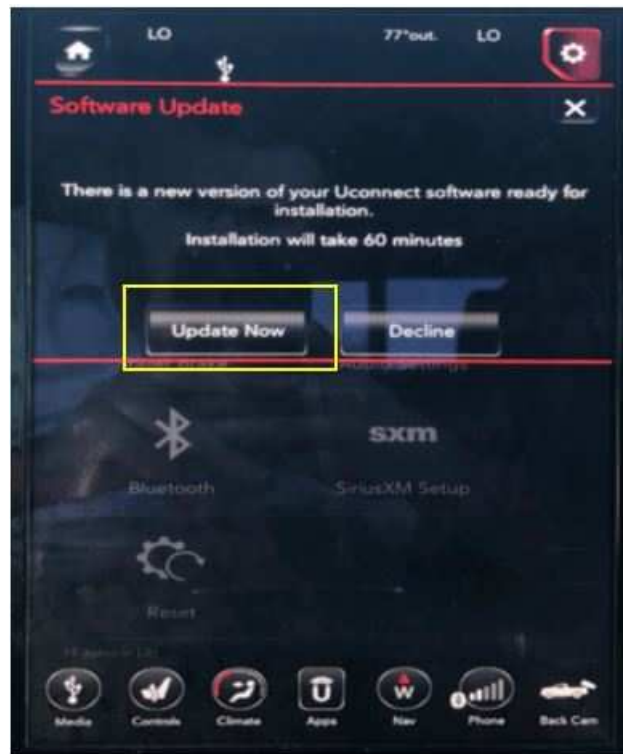


Fig. 7

Software Update Screen

13. Press Update Now. The timer screen will be displayed for 2 minutes. After 2 minutes the radio will reset and the update will start (Fig. 8) .



Fig. 8

Timer Screen.

NOTE: During the software update the backup camera, radio, SOS and several driving assistance features will be unavailable.

NOTE: Once the update has started the vehicle can be started so the battery doesn't run low.

14. After the update has been completed, perform the following:
 - a. Turn off the vehicle.
 - b. Open the driver's door.
 - c. Wait 5 minutes.
 - d. Using wiTECH under the radio tab performed the ECU reset 2 times.
 - e. Remove the USB flash drive.
15. This bulletin has been completed.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
**18-60-02-ZP	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
18-60-02-ZM	Radio, Software - Create USB Jump Drive from Uconnect Website UAX Radio (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-ZN	Radio, Software - Create USB Jump Drive from Uconnect Website UCX Radio (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 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
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