SERVICE BULLETIN

This bulletin supersedes Service Bulletin 08-003-19 REV. B, dated August 16, 2019, which should be removed from your files. All revisions are highlighted with **asterisks** and include additional vehicle.

SUBJECT:
Radio and Back-up Camera Enhancements

OVERVIEW:
This bulletin involves updating the radio software level to 1848.24.

MODELS:

**2019	(DD)	RAM 3500 Cab Chassis
2019	(DP)	RAM 4500/5500 Cab Chassis
2019	(DJ)	RAM 2500 Pickup
2019	(DF)	RAM 3500 <10K Cab Chassis
2019	(D2)	RAM 3500 Pickup**
2019	(JL)	Jeep Wrangler
2019	(WD)	Dodge Durango
2019	(WK)	Jeep Grand Cherokee
2019	(LD)	Dodge Charger
2019	(LA)	Dodge Challenger
2019	(RU)	Chrysler Pacifica
2019	(DT)	RAM 1500 Pickup
2019	(KL)	Jeep Cherokee

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, APAC, EMEA and LATAM.

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

- **Uconnect 3 with 5" Display (Sales Codes UAA, UCA, UJA, UDA or UGA).**
- **Uconnect 4 with 8.4" Display (Sales Codes UAM, UCM, UDM, UGM or UJM).**
- **Uconnect 4 with 7" Display (Sales Codes UAG, UCG, UDG, UJG, ULG, UGG or UMG).**

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- Green horizontal lines on back up display, in reverse (If this is the customer concern use camera LOP 18-60-02-W2, on DT and JL vehicles only).
- Ghost Touch, features, modes and App's changing without drivers input.
- Speaker pop noise when using Bluetooth device.
- When vehicle is first start the radio will reset and the time display shows 12:00.
- Audio distortion and volume fluctuation.
- Blank rear camera image in reverse (If this is the customer concern use camera LOP 18-60-02-W2, on DT and JL vehicles only).
- Audio distortion (KL vehicles).
- Audio cutting in and out during memory recall.
- Ring tone too loud.
- AM/FM volume fluctuates.
- While in CarPlay® or Android Auto Google® maps showing wrong location.
- Phone disconnected after first call.
- Black screen or White screen with vertical lines.
- Personal Identification Number (PIN) clears and volume locked while KeySense is used.
- Audio static while in SXM/SAT modes.
- Echo heard during Bluetooth phone calls.
- The radio is locked up.
- The radio remains on after ignition has been turned off.
- The radio resets.
- The radio screen turns black.
- Intermittently requires an anti-theft code to be entered.

Software update also includes software enhancement.

- SXM sound and behavior improvements.

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 Repair Procedure.

REPAIR PROCEDURE:

NOTE: An 8 GB USB flash drive is required for this update. It is also recommended to use a quality, name brand (Kingston) flash drive over a generic USB flash drive.

1. Has a **8 GB** USB flash drive been created?

   - YES >>> Proceed to Step 11.
   - NO >>> Proceed to Step 2.

2. Perform the following steps to format the USB flash drive (Fig. 1) .
   a. Select "FAT32" format.
   b. Select "Default allocation size" under Allocation Unit Size.
   c. Select "Quick Format" under Format Options.
   d. Click "Start".
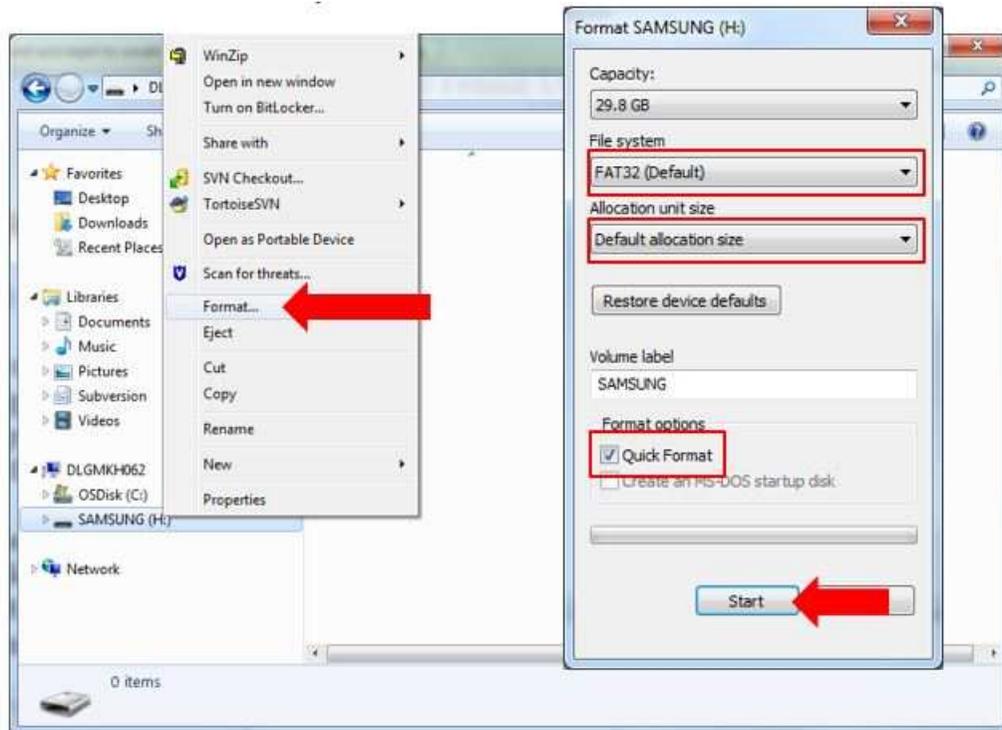
Fig. 1
Formatting The USB Flash Drive

3. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.
4. 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.

5. Use a blank USB flash drive with at least 8 GB of space. Follow the on-screen instructions to download the software files.

6. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads (Fig. 3) .
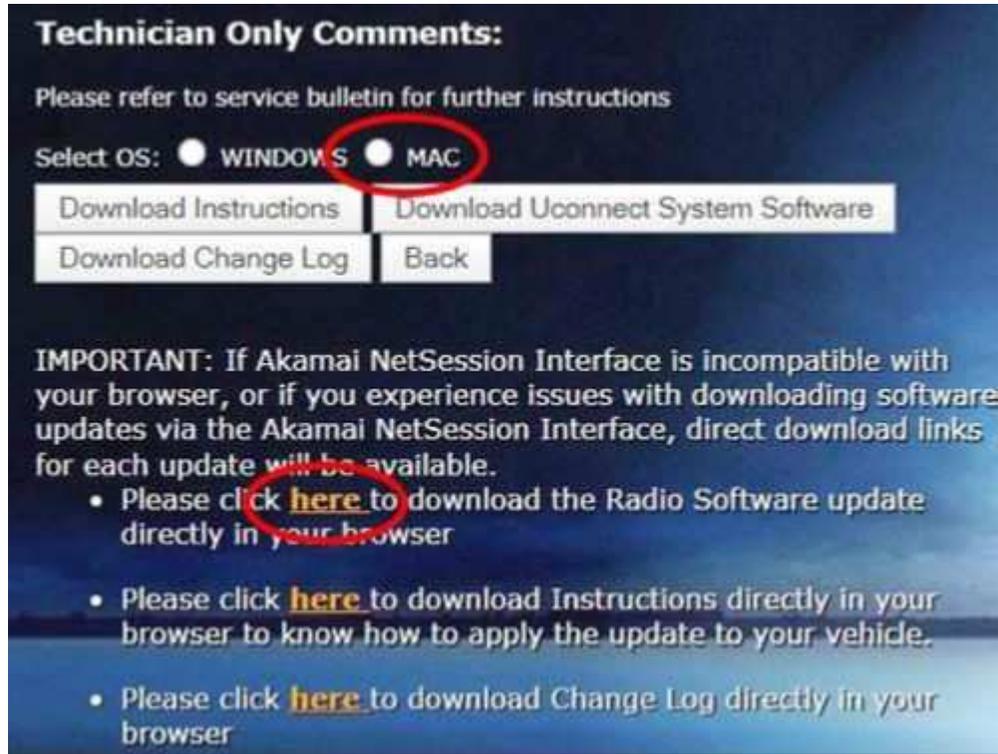
Fig. 3
MAC Download Steps

7. Be sure to download the file to your PC's desktop and open it (Fig. 4) .
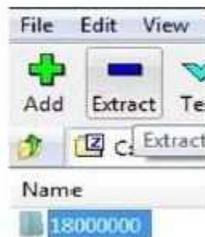
Fig. 4
Extracted File

NOTE: The USB flash drive should only contain a folder labeled "18000000" after files are extracted to it.

8. Extract the downloaded file to the USB flash drive (Fig. 5) .

   NOTE: It may take a few minutes for an accurate extract time to be displayed.
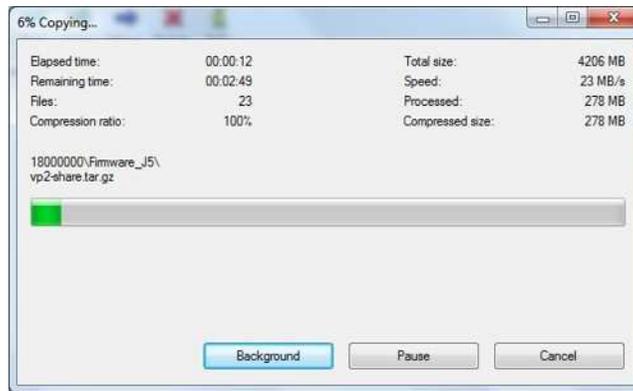
Fig. 5
Extract File To USB

9. Once the file is extracted to the USB flash drive flash drive, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Code.

CAUTION! Eject the USB flash drive properly from your PC. Failure to eject the USB flash drive properly may result in an improper file byte size and cause the update to not fully download.

10. Perform the following steps to properly eject the USB flash drive (Fig. 6) :

   a. Right click on the location of the USB flash drive.

   b. Click "Eject" to avoid data corruption.

   c. Remove the USB flash drive from the PC.
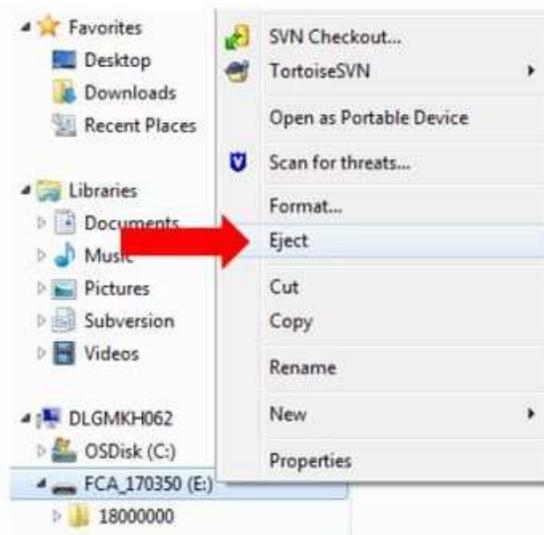
Fig. 6
Ejecting The USB Flash Drive

   NOTE: Verify the vehicle fuel level is at least 1/8 of a tank. If not, add fuel as required. If necessary, take vehicle out of ship mode and enter customer mode.

11. Shut off all remaining accessories for the duration of the update (flashers, climate controls, etc.).

12. Wait for the radio to fully power on and initialize. Ensure all splash, partner logo, animation, disclaimer and main screens have loaded, before starting the software update.

CAUTION! Make sure no other device is plugged into any of the USB ports while performing this update. If other devices are connected to the USB ports during the update, it may cause failure of files to be loaded which may cause the radio to need replacement.

NOTE: 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. DO NOT remove the USB flash drive during the update.

13. Start the vehicle and insert the USB flash drive into the USB port.

14. Wait for the software update pop-up window to appear on the screen.

   NOTE: There can be more than one older current software level depending on vehicle displayed before this update.

15. Verify the screen states the following: "Current: XXXX.XX Update to: 1848.24 Approx. time: 30 minutes". Is the radio current software level at or higher than 1848.24 ?

   • YES >>> The radio software is already up to date. Press "OK" to exit. Normal diagnostics should be performed.
   • NO >>> The radio software needs to be updated. Proceed to Step 16.

NOTE: During the first 30 seconds of the software update, the current software is erased. The radio will then re-boot and re-start to begin the update of the software. Many software partitions are displayed on the screen during the update process.

16. Press "Yes" to start the update. The software update takes approximately 30 minutes to complete (Fig. 7) .

Fig. 7
Update Ready to Install

17. Did the update fail after insertion of the USB flash drive into the USB port?

   • YES >>> For **KL vehicles only** proceed to Step 18. For **all other vehicles**, re-start update procedure at Step 11.
   • NO >>> Proceed to Step 19.

18. **NOTE: Perform the following Step for KL vehicles only if the update attempt failed.**
   Leave the USB flash drive in the USB port and perform the following:

   a. Cycle the ignition on then off.

   b. Radio should resume the update.

   c. After the update has been downloaded, proceed to Step 19.

NOTE: Do not remove the USB flash drive before you are instructed to (Fig. 8) .

Fig. 8
Do Not Remove USB Flash Drive

19. Wait for the "Radio was successfully updated" screen (Fig. 9) .

Fig. 9
Update Successful Screen

20. **Wait until radio resets and audio is heard before removing the USB flash drive!**

21. Verify the software version is 1848.24 by re-inserting the USB flash drive into the USB port. Did the Software Update pop-up again, displaying the following: "Current: 1848.24 Update to: 1848.24 "Update not available to same software version"?

   - YES >>> The software update is complete, press "OK" then remove the USB flash drive from the USB port.
   - NO >>> Verify the file sizes on the USB flash drive to ensure they are correct and then attempt the update again. Re-start at Step 11.

NOTE: If the software update was performed two times and still failed to update. Normal diagnostic should be performed.

POLICY:
Reimbursable within the provisions of the warranty.

NOTE: If the customer concern was "Blank rear camera image in reverse" and the vehicle is a 2019 DT and JL, use LOP 18-60-02-W2. For all other symptom and vehicles, the radio LOP must be used. The dealer can not use both LOPs.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-W2 Backup Camera LOP (DT and JL Only)	Radio, Check Software Level and Perform Software Update Backup Camera LOP (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-W1	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
18-60-02-W3	Radio, Check 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 25 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