



**NUMBER:** 08-111-19

**GROUP:** 08 - Electrical

**DATE:** November 2, 2019

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**This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 19-090, dated March 02, 2019. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.**

**SUBJECT:**

RA3 and RA4 GPS Radio Update

**OVERVIEW:**

This bulletin involves updating the radio software.

**MODELS:**

2014 - 2018	(KL)	Jeep Cherokee
2015 - 2017	(BU)	Jeep Renegade
2017	(RU)	Chrysler Pacifica
2015 - 2017	(UF)	Chrysler 200
2014 - 2017	(WD)	Dodge Durango
2014 - 2017	(WK)	Jeep Grand Cherokee
2013 - 2017	(ZD)	Dodge Viper
2015 - 2016	(LA)	Dodge Challenger
2015 - 2016	(LD)	Dodge Charger
2015 - 2016	(LX)	Chrysler 300
2013 - 2017	(DS)	RAM 1500 Pickup
2013 - 2017	(D2)	RAM 3500 Pickup
2013 - 2017	(DD)	RAM 3500 Cab Chassis
2016 - 2017	(DF)	RAM 3500 <10K LB Cab Chassis
2013 - 2017	(DJ)	RAM 2500 Pickup
2013 - 2017	(DP)	RAM 4500/5500 Cab Chassis

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

**NOTE: This bulletin applies to vehicles equipped with Uconnect 3C With 8.4" Display (Sales Code RA3) or Uconnect 3C Nav With 8.4" Display (Sales Code RA4) with Uconnect Access (Sales Code RS7).**

**SYMPTOM/CONDITION:**

Customers may experience one or more of the following:

On November 3rd, 2019, all vehicles GPS functionalities (i.e. location, turn-by-turn, date, time) will be inaccurate.

- Certain connected services applications will lose functionality that depend on accurate GPS. There will be no error message displayed to the customer.
- Vehicle location on GPS navigation screen will no longer follow the streets on the map.
- Connected services that utilize GPS time will no longer function.

**DIAGNOSIS:**

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform Diagnosis steps below.

1. Check the radio software lever by putting the radio in dealer mode.
  - a. Press and hold the driver's temp up down, and the front defrost button all at the same time. Keep holding them until the dealer mode screen is displayed.
  - b. Select "Radio Part Information".

**NOTE: Some radios that have never been updated will need two USB flash drives to update the radio.**

2. Is the radio at software level 18.45.01 or higher?
  - YES >>> The radio software is already up to date. Use Inspection LOP (18-60-02-C1) to close the active RRT.
  - NO >>> The radio software needs to be updated. Proceed to [Step 3](#) of the Diagnosis procedure.
3. Using the table below to check the radio software level and see if the radio needs one or two USB flash drive to update the radio.

One USB Software Update (Use software version 99.99.99 or 88.88.88)	Two USB Software Update (Start with software version 17.43.01/18.01.35 than 99.99.99 or 88.88.88)
16.09.09	14.05.3
16.23.21	14.32.3
16.25.03	14.47.1
16.51.17	15.17.5
16.51.19	15.26.1
17.06.01	15.30.2
17.09.01	16.13.13
17.09.21	16.16.13
17.11.07	17.07.46 (BU Vehicles)
17.11.17	15.21.37 (BU Vehicles)
17.11.37	
17.25.03	
17.43.01	
17.37.31 (BU Vehicles)	
18.01.35 (BU Vehicles)	

**REPAIR PROCEDURE:**

1. Does two USB flash drives needs to be used to update the radio?

**NOTE: If the radio needs two USB flash drive to update the radio, first update the radio to 17.43.01/18.01.35 than use software version 99.99.99 or 88.88.88, (Fig. 1) to complete this service bulletin.**

- YES>>> Refer to applicable published service bulletins for detailed repair procedures regarding updating the radio to software level 17.43.01/18.01.35 . Once the first bulletin has been completed than complete this bulletin.
- NO>>> Proceed to [Step 2](#).



Fig. 1  
Software Version in Uconnect download Site

2. Has the USB(s) flash drive been created?
- YES >>> Proceed to [Step 6](#).
  - NO >>> Proceed to [Step 3](#).
3. Go to DealerCONNECT> Service> Uconnect Command Center> Uconnect> 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:** 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.

5. 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, software level and proper radio sales codes (RA3, RA4).

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

**NOTE:** During the update process you may see multiple hourglass screens for extended periods of time (several minutes) (Fig. 3) . 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.



**Fig. 3**  
**Hourglass Screen**

6. Insert the correct USB flash drive with new software into USB port. There are two different 99.99.99 software version, one for RA3 and RA4. Make sure the correct USB flash drive is used.

**NOTE:** If the radio needs two USB flash drives to update the radio. The 2nd USB flash drive will be 99.99.99 or 88.88.88 software level.

7. The next screen display will have the old and new software levels, (Fig. 4)
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 xx 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 two separate times for approximately two to five minutes at a time.

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

- After the update is done the screen will display the software levels again. For this update the software level will not change. The top will be (from) 17.43.01/18.01..5 and the next one will be (to) 99.99.99/88.88.88. (Fig. 4) .



Fig. 4  
Updated Software Screen

- 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.**

- 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.
- Remove the USB flash drive.
- This bulletin has been completed.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

**NOTE: If two USB flash drives were used to update the radio, only use the warranty LOPs on this service bulletin. If the LOP on the first bulletin was used both LOPs will be rejected.**

Labor Operation No:	Description	Skill Category	Amount
18-60-02-C2	Radio, Check Software Level and Perform Software Update (RA3 RA4 Radios with 99.99.99/88.88.88) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-02-C5	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) (RA4 Radios with 88.88.88) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-C3	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) (RA3 Radios with 99.99.99) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-C4	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) (RA4 Radios with 99.99.99) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-C1	Radio, Check Software Level Only (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-C8	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) (RA3 Software Level 17.43.01) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-02-D1	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) (RA4 Software Level 17.43.01) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-02-C6	Radio, Check Software Level and Perform Software Update (RA3 Software Level 17.43.01) (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.

Labor Operation No:	Description	Skill Category	Amount
18-60-02-C7	Radio, Check Software Level and Perform Software Update (RA4 Software Level 17.43.01) (0 - Introduction)	6 - Electrical and Body Systems	0.5 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.**

***FAILURE CODE:***

**The dealer must choose which failure code to use depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.**

- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.
- The failure code “RF” (Required Flash) can no longer be used on Service Bulletin flashes. **The “RF” failure code must be used on an RRT.**
- 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 must be supplied.

RF	Required Flash - RRT
CC	Customer Concern