SUBJECT:
RA2 Radio Software Enhancements

OVERVIEW:
This bulletin involves updating the radio software level to 13.00.59.02.

MODELS:

2018 - 2019	(FF)	FIAT 500

NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

NOTE: This bulletin applies to vehicles equipped with UConnect 5.0 AM/FM/BT (Sales Code RA2).

SYMPTOM/CONDITION:
A customer may comment on the following:

- GPS clock sync function is displaying incorrect time **for vehicles located in Arizona**.

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

NOTE: If the dealer cannot download the software, make sure you have proper security access. If not, have the Service Manager or Shop Foreman download the software update.

2. Use a blank USB flash drive with at least 4 GB of space. Follow the on-screen instructions to download the software files.

3. With the ignition on and radio powered up, insert the USB flash drive with new software into USB port.

4. Press "Start" to begin the update.

NOTE: If the software update process is interrupted/aborted, the process should be restarted.

NOTE: Do not cycle the ignition or touch the radio during the update process.

5. Press "Ok" to start the installation. The update may take 30 minutes, no other actions will be needed.

6. Do not remove the USB until the radio display shows remove USB. (Fig. 1) .

Fig. 1
Navigation Progress Bar

7. Software update is not completed until the normal display screen is shown.
8. Remove the USB flash drive upon completion of installation.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-96	Radio, Software - Create USB Jump Drive From CD (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-97	Check Software Level and Perform Software Update (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.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 20 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