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GROUP: 08 - Electrical

DATE: July 17, 2020

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This bulletin supersedes Service Bulletin 08-007-20, dated January 16, 2020, which should be removed from your files. All revisions are highlighted with **asterisks**** and includes updated software for 2020 WD with UAQ, additional symptoms, removed 2019 LA, WD and 2020 WD build dates and LOPs.**

SUBJECT:

UAQ and UCQ Radio Enhancements

OVERVIEW:

This bulletin involves inspecting and if required, updating the radio software level to:

- **** UAQ radios - 34.2.****
- UCQ - 30.24.

NOTE: 2019 LA and WD with UAQ or UCQ radios and 2020 WD with UCQ radio has been removed from the service bulletin and are now covered under a safety recall. Please refer to published information in DealerCONNECT/Service Library for more details.

MODELS:

2020	(WD)	Dodge Durango
2020	(DS)	RAM 1500 Pickup

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

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

CAUTION! This software will only work on the vehicles built within the build dates listed below and software level above 28.0. Trying to use this on early built vehicles will get an error message. Also the radio can be damaged and will need to be replaced.

NOTE: This bulletin applies to:

- ****WD vehicles built on or after October 22, 2019 (MDH 1022XX) and built on or before June 25, 2020 (MDH 0625XX) equipped with Uconnect 4C Nav With 8.4" Display (Sales Code UAQ).****
- **DS vehicles built on or after October 04, 2019 (MDH 1004XX) and built on or before October 23, 2019 (MDH 1023XX) equipped with Uconnect 4C Nav With 8.4" Display (Sales Code UCQ).**

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- **Speaker crackling noise on non amplified vehicles (UAQ Only).
- Active call not transferred to vehicle Bluetooth®(UAQ Only).
- Voice Recognition (VR) not understanding commands to switch sources (UAQ Only).
- Bluetooth phonebook not available (UAQ Only).
- "Setting" button removed after ignition cycle (UAQ Only).
- Coolant temperature value incorrect (UAQ Only).**
- Blank display screen at start up.

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.

INSPECTION:

1. Verify the radio software version. Radio must be in Dealer Mode' to verify by following these steps:
 - Press and hold the two lower corners of the display screen simultaneously until the Dealer Mode screen appears (approximately seven seconds). Release buttons.
 - Select "Radio Part Information". The software version will be listed next to "Application Version" (Fig. 1) .
2. Is the current radio software level at or higher than?
 - ** UAQ radios - 34.2.**
 - UCQ - 30.24.

CAUTION! If the software level is below 28.0, do not perform this update. The radio may be damaged and will need to be replaced.

- 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 16GB USB flash drive is required for this update. The normal 4GB USB flash drive will not be sufficient.

1. Has a **16GB** USB flash drive been created?
 - YES >>> Proceed to [Step 10](#).
 - 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 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. Unzip all the files to the root folder of USB flash drive. Files should not be within a zip folder. Your USB files should look like (Fig. 4) when you open it, displaying multiple files/folders.

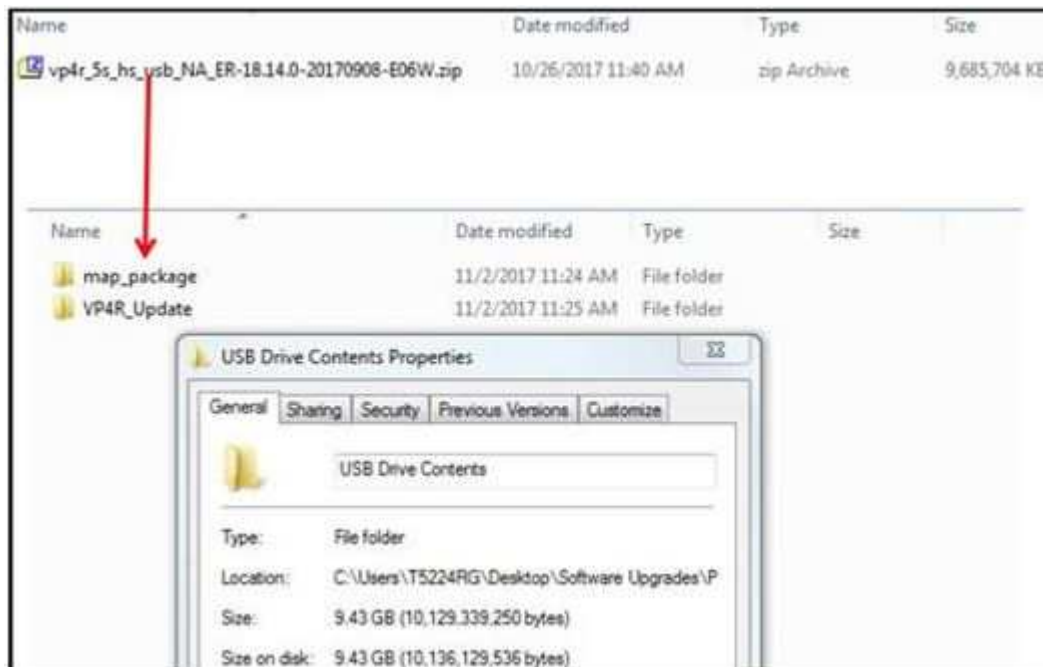


Fig. 4
Files/Folders In The USB Flash Drive

9. 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.
10. 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.

11. If the radio software is up to date, the “Current Version” and “Update To” will be the same (Fig. 5) . Press “OK” and remove the USB flash drive.

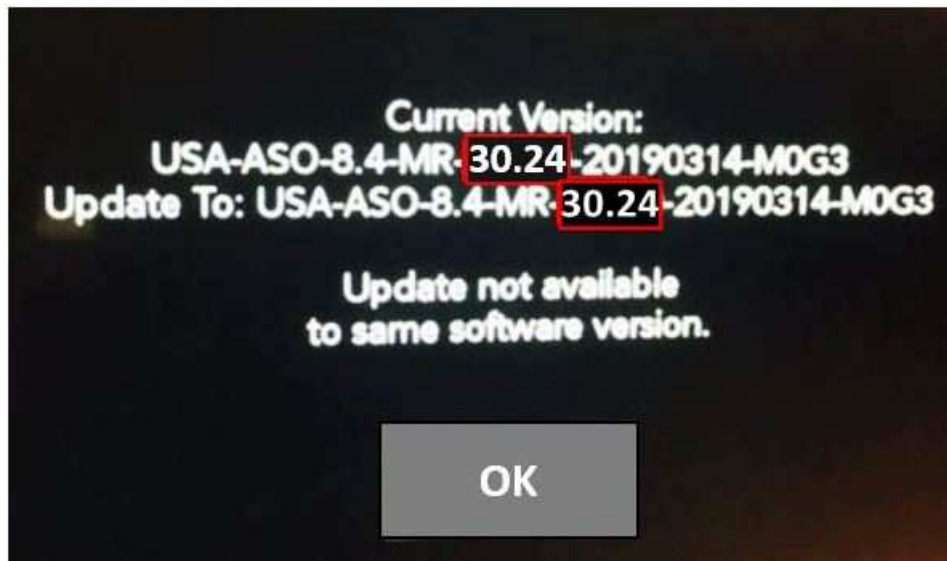


Fig. 5
Screen Displayed When Radio Software Is Up To Date

12. If the screen in (Fig. 6) is displayed, the USB flash drive was not set up correctly. Use a top name brand USB and create a new flash drive and start the update again.



Fig. 6
Software not Compatible

NOTE: Do not turn off the ignition until the two minute timer has expired, as seen in (Fig. 8) .

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 at this point, (Fig. 7) .**

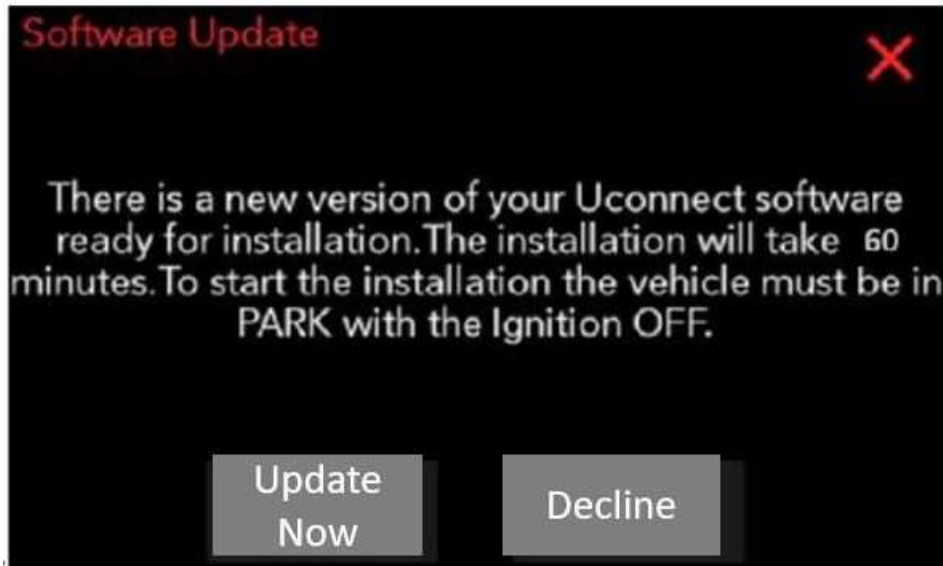


Fig. 7

Software Update is Available

14. If the ignition is turned to the off position **before** the two minute timer has expired, the update will be canceled, The ignition does **not** have to be turn off to perform this radio update. (Fig. 8) .



Fig. 8

Radio Update Process Begins

15. The radio will reboot and the update will begin. The update should only take 20 minutes, the timer on the screen may display the incorrect time remaining, (Fig. 9) .



Fig. 9
Software Update In Progress

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. 10) will be displayed. Press "OK" and remove the USB flash drive.

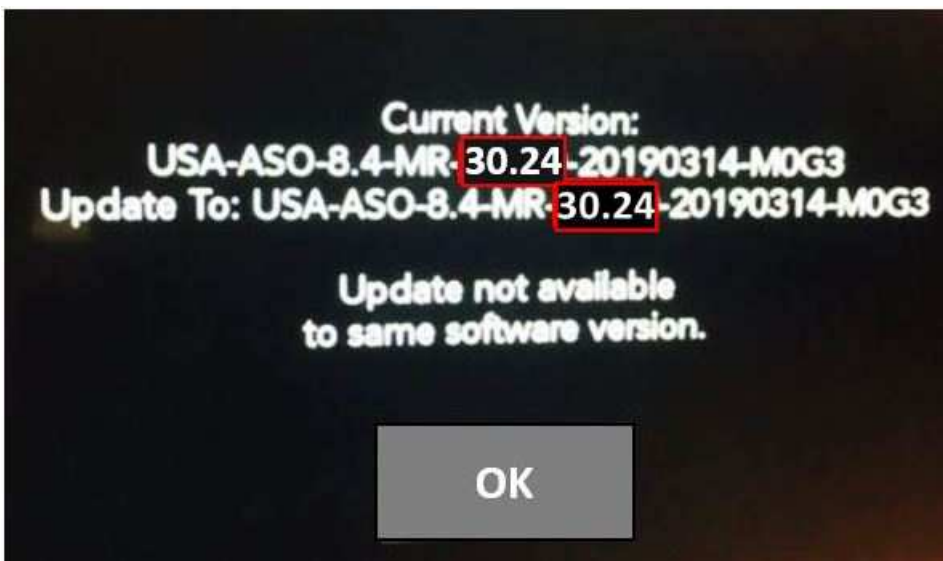


Fig. 10
Radio Software has been Updated

17. Using wiTECH, clear all DTCs that may have been set in any module due to reprogramming.

NOTE: The vehicle may require a 40 minute sleep cycle to return to full functionality.

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.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
**18-60-02-9D	Radio, Software - Create USB Flash Drive (Sales code UAQ) (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-9E	Radio, Check Software Level and Perform Software Update (Sales code UAQ) (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.**
18-60-02-93	Radio, Software - Create USB Flash Drive (Sales code UCQ) (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-94	Radio, Check Software Level and Perform Software Update (Sales code UCQ) (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 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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