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GROUP: 08 - Electrical

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SUBJECT:

RAN and RAP Radio Software Enhancements

OVERVIEW:

This bulletin involves inspecting and if required, updating the radio to software level MV-119.001.009

NOTE: The customer should be informed that after the reprogram, the radio will need to have the phones paired to the Entertainment Telematics Module (ETM). The operative details for pairing telephones and settings are shown in the Owner Handbook of the infotainment module.

MODELS:

2020	(GA)	Alfa Romeo Giulia
2020	(GU)	Alfa Romeo Stelvio

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

NOTE: This bulletin applies to vehicles built on or before March 06, 2020 (MDH 0306XX) equipped with one of the following radios:

- AM/FM/HD Bluetooth W/Nav 8.8 Radio (Sales Code RAN).
- AM/FM/HD W/Bluetooth 8.8 Radio (Sales Code RAP).

SYMPTOM/CONDITION:

Some customers may experience one or more of the following:

- Radio may reboot while driving.
- Radio will display maintenance at the wrong mileage.

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 any of the symptom/condition listed above, perform the Inspection Procedure

INSPECTION PROCEDURE:

1. Check the ETM software version.
2. Start the vehicle and turn on the radio.
3. Using the ETM display screen, scroll and find the Setting Function.
4. Select Setting > System > Software Update > Current Version.
5. Is the ETM Current Version at or higher than MV-119.001.009?
 - YES >>> The ETM is already up to date. Normal diagnostic should be performed.
 - NO >>> The ETM needs to be updated. Proceed to [Step 1](#) of the repair procedure.

REPAIR PROCEDURE:

1. Have the a USB flash drives been created?
 - YES>>> Proceed to [Step 5](#) of the Repair Procedure.
 - NO >>> Proceed to [Step 2](#).

NOTE: If you 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. Go to DealerCONNECT> Service> UCONNECT Command Center> Uconnect> 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. 1](#)) , press “No” to continue.



Fig. 1
Security Warning Pop-up

NOTE: The software acquisition requires the deletion of all the files on the USB flash drive before copying the contents of the folder necessary for the update. Copy only the files contained in the folder onto the flash drives, NOT the folder itself.

4. To download the software files to USB flash drives, follow the on-screen instructions and perform the following:
 - Acquire a blank USB flash drive with at least 4GB.
 - A blank USB flash drive will be needed for each software update (one for each software 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 to label the USB flash drive with the bulletin number.
 - The USB flash drives must be formatted as New Technology File System (NTFS) structure.
 - Download the software update files to your local PC’s desktop. Make sure to select the “MAC” for downloads only ([Fig. 2](#)) .



Fig. 2
Uconnect Update Portal

1 - Select the "MAC" only

5. Check that there is nothing inserted (USB flash drive or other devices) in the vehicle's USB ports. If there is, they must be removed before starting the update procedure.

NOTE: Start the engine and leave it running in a secure location for the duration of the update.

6. Turn on the radio with a long press of the ON/OFF control if it does not turn on automatically.

NOTE: The technician should record and reprogram the radio presets and user settings that may be reset with the radio update.

7. Start the vehicle and turn on the radio.

8. Using the ETM display screen, scroll and find the Setting Function.

9. Select Setting > System > Software Update > Update Software.

10. Insert the USB flash drive with the ETM update software into either USB port.

11. Select OK, to start the update.

NOTE: Once started, the procedure does not require any intervention by the operator.

CAUTION! DO NOT remove the USB flash drive. DO NOT turn off the ignition, leave the engine running.

12. When the software update procedure has completed, remove the USB flash drive. The radio will reboot and restart.

NOTE: The customer should be informed that after the reprogram, the radio will need to have the phones paired to the Entertainment Telematics Module (ETM). The operative details for pairing telephones and settings are shown in the Owner Handbook of the infotainment module.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-98	Radio, Software - Create USB Jump Drive Using Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-99	Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.

NOTE: The “One Time Only” LOPS are used one time per dealer when downloading the software onto a USB flash drive. The technician 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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