REFERENCE:	**TSB:** 08-135-23 **GROUP** 08 - Electrical	**Date:**	May 31, 2023	**REVISION:**	**08-232-22**

VEHICLES AFFECTED:	**2017 (LA) Dodge Challenger** **2017 (LD) Dodge Charger** **2017 (LX) Chrysler 300** **This bulletin applies to vehicles equipped with an Uconnect 8.4 navigation radio (Sales Codes UAQ or UCQ) or an Uconnect 8.4 radio (Sales Code UAS).**	**MARKET APPLICABILITY:** ☒NA ☐MEA ☐SA ☐IAP ☐EE ☐CH
CUSTOMER SYMPTOM:	**Customers may experience one or more of the following:** • Vehicle has lost connectivity after radio swap or battery disconnect.	
CAUSE:	**Radio software**	

This bulletin supersedes Technical Service Bulletin (TSB) 08-232-22, date of issue December 15, 2022, which should be removed from your files. All revisions are highlighted with **asterisks** and include new LOP, steps and note.

REPAIR SUMMARY:
This bulletin involves inspecting and if required, updating the radio to software: 16.12.

CLAIMS DATA:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-Z8	Radio, Check Software Level and Perform Software Update (UAQ Radios Only) (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-UK	Radio, Software - Create USB Flash Drive From Uconnect Website (One Time Only) (UAS Radios) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-UJ	Radio, Software - Create USB Flash Drive From Uconnect Website (One Time Only) (UCQ Radios) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-Z7	Radio, Software - Create USB Flash Drive From Uconnect Website (One Time Only) (UAQ Radios) (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-U9	Radio, Check Software Level and Perform Software Update (UAS Radios Only) (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
18-60-02-U8	Radio, Check Software Level and Perform Software Update (UCQ Radios Only) (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
Failure Code	CC	Customer Concern	

RELATED TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
**18-60-02-9V	Battery Power Cycle and Verify GPS Clock Functionality (0 - Introduction)	6 - Electrical and Body Systems	0.2 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 17 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM identified in the Technical 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 Technical Service Bulletin flash/reprogramming conditions.

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 symptoms listed above in the customer symptom section, perform the Inspection Procedure.

INSPECTION:

CAUTION! The repair procedure must be followed step by step. If the radio is not updated with the correct software level at the correct time the radio can be damaged. If the radio was damaged by not following the repair procedure the radio may need to be replaced.

1. Verify the radio software version. Radio must be in Dealer Mode to verify by following these steps:

   - Push and hold the Front Defrost, Driver Temperature Up and Temperature Down buttons 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″.

2. Is the radio currently at software level 16.12 or higher (Fig. 1) ?

   - YES >>> The radio software is already up to date. This bulletin does not apply.
   - NO >>> The radio software needs to be updated. Back out of Dealer Mode and proceed to Step 1 of the Repair Procedure.
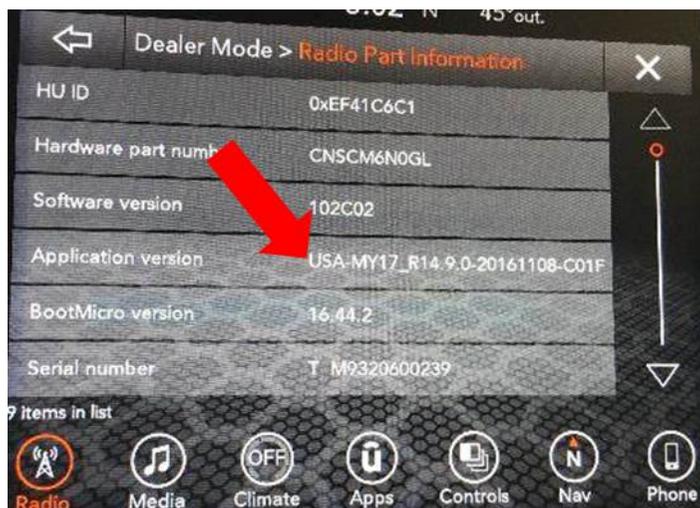
Fig. 1
Radio Software Level Screen

REPAIR PROCEDURE:

1. Has a **4 GB** USB flash drive been created?

   - YES >>> Proceed to Step 10.
   - NO >>> Proceed to Step 2.

NOTE: When downloading the software file from the Uconnect site, always select the MAC version, regardless of the computer being used.

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

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

4. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads (Fig. 2) .
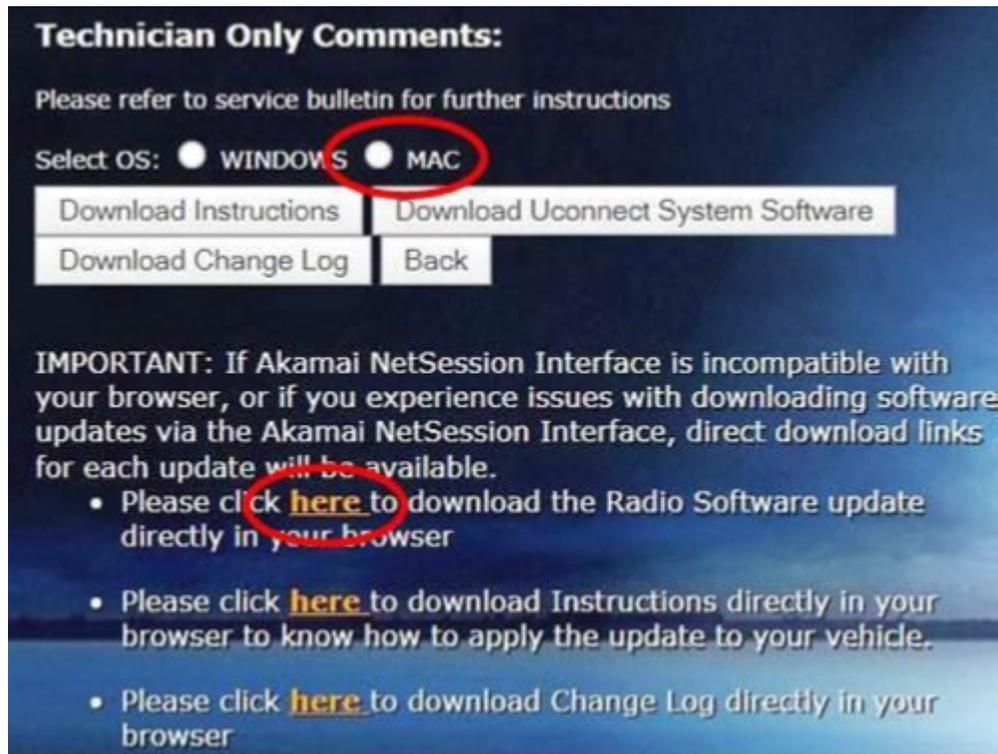
Fig. 2
MAC Download Steps

5. Be sure to download the file to your designated folder before extracting the zip file to the blank USB flash drive.

6. A blank USB flash drive will be needed for each radio update, additional updates can not be on the same USB flash drive.

7. Extract the downloaded zip file to the designated USB flash drive (Fig. 3) and (Fig. 4) .

 NOTE: **It may take a few minutes for an accurate extract time to be displayed.**
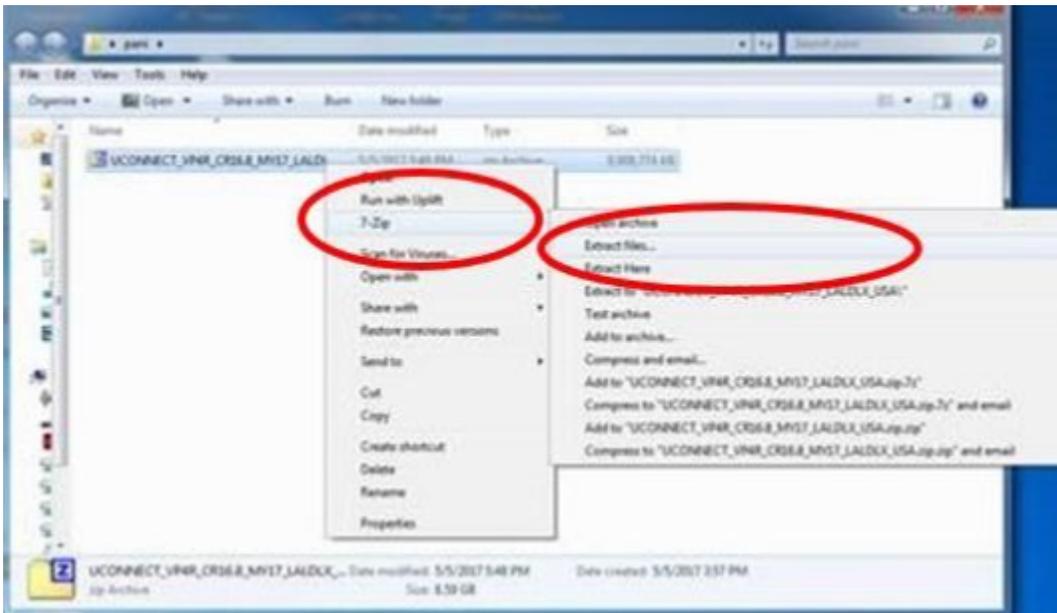
Fig. 3
Zip File Extraction

Fig. 4
Saving File To USB

CAUTION! **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.**

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

8. Verify the content on the flash drive matches (Fig. 5) for Navigation equipped radios and (Fig. 6) for Non-Navigation equipped radios.
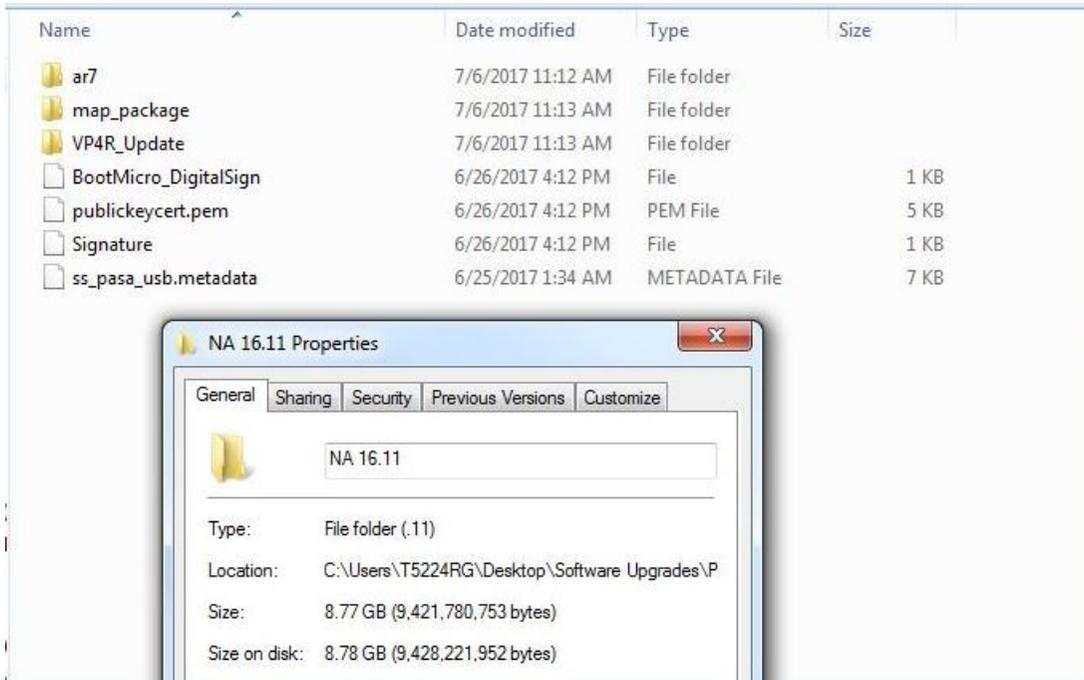
Fig. 5
Navigation Radio Files
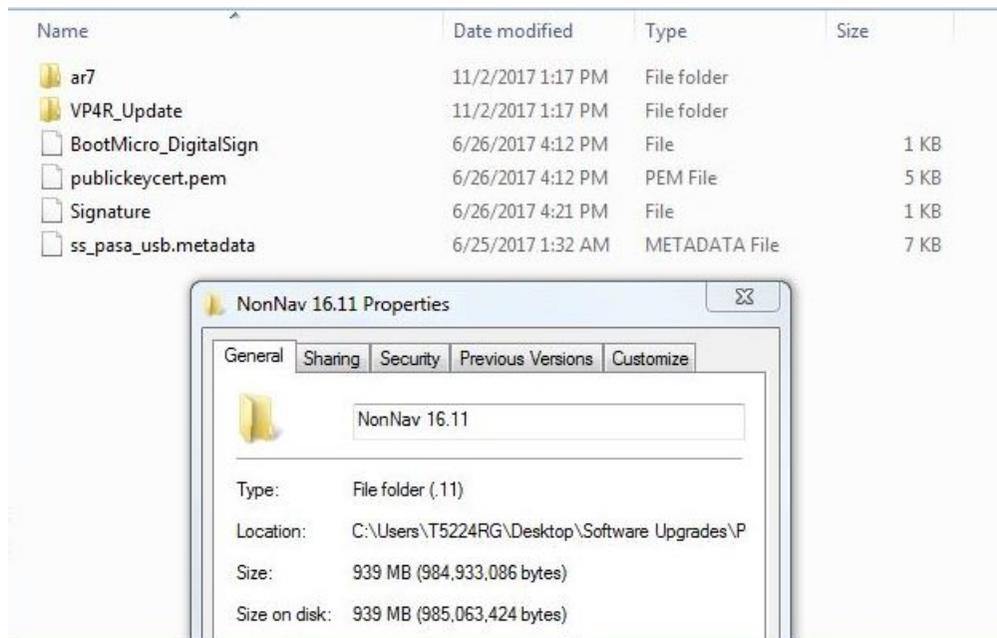
Fig. 6
Non-Navigation Radio Files

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. The next screen display will have the old and new software levels (Fig. 7) . The radio will be updated to 16.12.
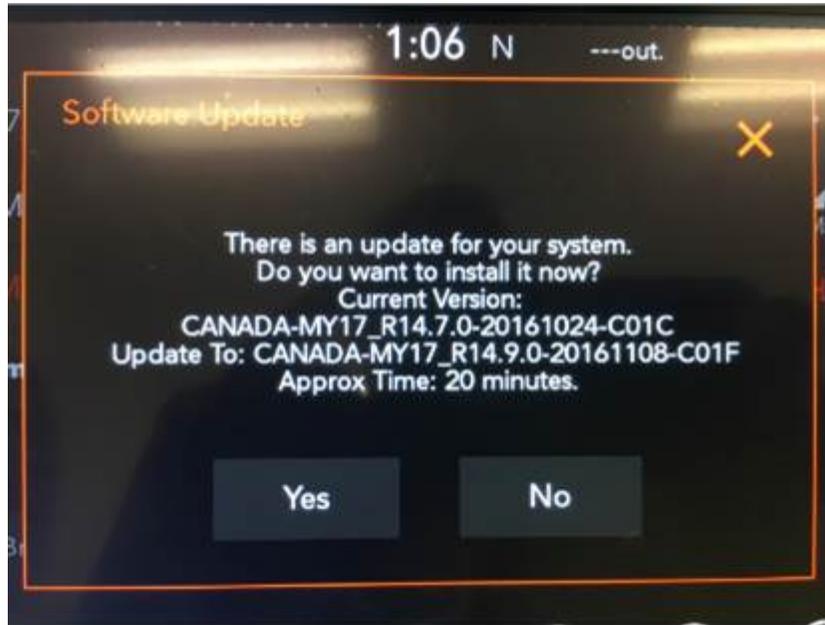
Fig. 7
Software Levels (Figure is for reference only, actual software level will be 16.12)

12. Press the touchscreen "YES" to start the update. The update may take up to 20 minutes to load for non-navigation radios and up to 40 minutes for navigation radios. No other actions are needed to initiate the update (Fig. 8) .
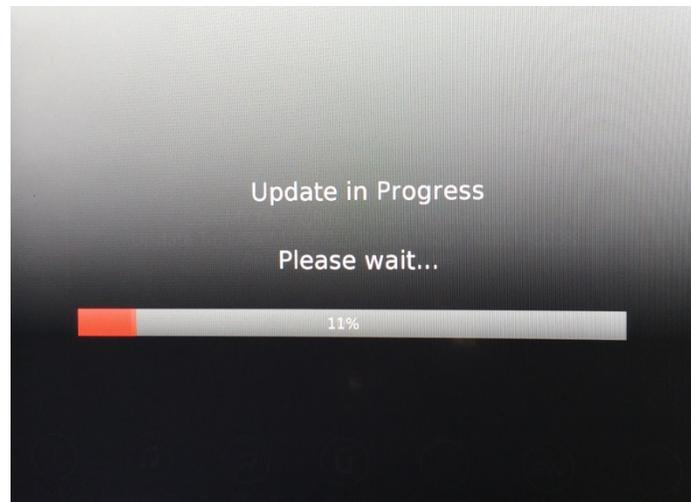
Fig. 8
Update In Progress Screen

NOTE:
- **DO NOT cycle the ignition or touch the radio during the update process.**
- **If the software update process is interrupted, aborted or failed, the process should be restarted.**

13. Once the update process is completed, the Backup Collection screen will appear (Fig. 9) . Backup collection takes about five minutes.
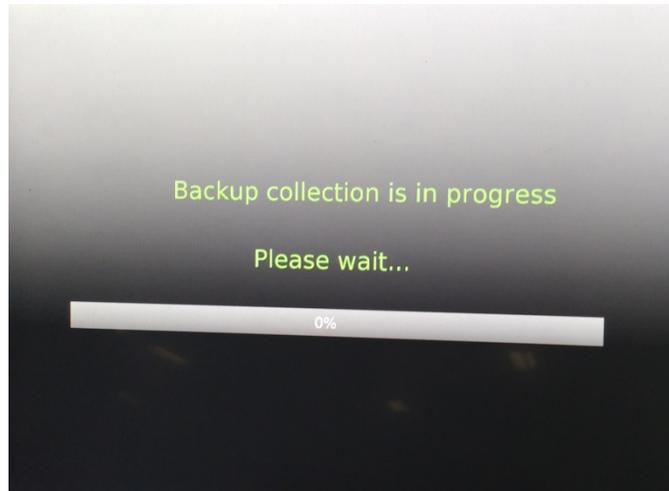
Fig. 9
Backup Collection Screen

NOTE: The radio restart is normal and part of the update process. DO NOT remove the USB flash drive during the restart.

14. After the update is done the screen will display the software levels again and the message that an update is not available to the same software version (Fig. 10) .
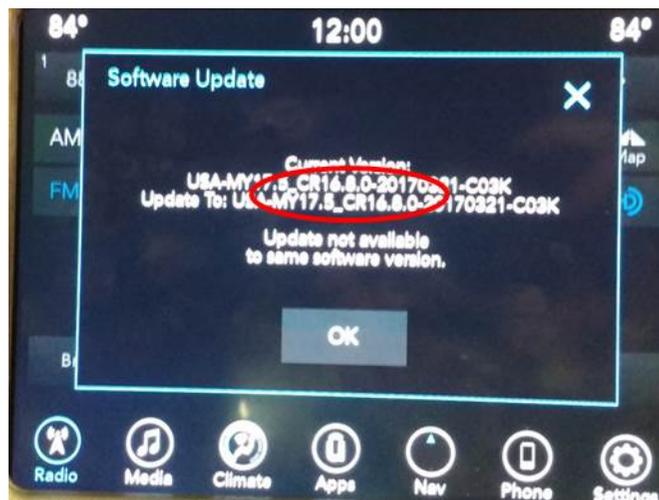
Fig. 10
Software Levels After Radio Restart Screen (Figure is for reference only, actual software level will be 16.12)

15. Press "OK" and remove the USB flash drive from the USB port.

16. Return to Dealer Mode (Fig. 11) to perform a manual reset and complete the update by following these steps:
    • Push and hold the Front Defrost, Driver Temperature Up and Temperature Down buttons simultaneously until the Dealer Mode screen appears (approximately seven seconds).
    • Hold the upper right corner of the touchscreen until the radio reboots (approximately ten seconds).

Fig. 11
Dealer Mode Screen

17. **Perform this step for navigation radios (Sales Code UAQ) only. For all other radios (Sales Codes UCQ and UAS) proceed to** Step 18. Press the Nav icon at the bottom of the touchscreen. Verify that the Navigation menu comes up on the screen. After verifying the Nav menu loads, the update has been completed.

18. **Perform manual battery disconnect and reconnect. Refer to the detailed service procedures listed in DealerCONNECT under: 08 - Electrical / 8F - Engine Systems / Battery System / Standard Procedure

19. Verify if the GPS time sync is working.

    • On the radio screen: tap on time display & select Yes.
    • Go to Settings> select clock: - Turn **OFF** the time sync by tapping Sync Time with GPS option.
    • Set the time to a different time.
    • Turn **ON** the time sync by tapping Sync Time with GPS option.
    • Ensure the radio time switches to the correct time automatically.

20. If the radio or navigation software didn't update properly or the navigation map doesn't load, attempt the software update one more time. If the software doesn't update properly or the navigation doesn't work, the radio may need to be replaced.

21. Using the wiTECH, clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

NOTE: Uconnect Access Applications and WiFi hotspot will be automatically updated. This update process may take up to an hour, depending upon the number of apps and adequate cellular services accessibility. The dealer is not expected to perform this process or to oversee it but may need to explain to the vehicle owner or operator that some features and applications may not be fully restored and overall system response may be slowed until the process has completed based on vehicle driving in good cell coverage area followed by a sleep cycle.**

POLICY:
Reimbursable within the provisions of the warranty.