

REFERENCE:	TSB: 08-161-24 GROUP: 08 - Electrical	Date:	July 13, 2024	REVISION:	–
VEHICLES AFFECTED:	2022 - 2024 (GG) Dodge Hornet 2022 - 2024 (GC) Alfa Romeo Tonale This bulletin applies to vehicles built on or before July 1, 2024 (MDH 0701XX) equipped with Uconnect 5 W 10.25" Display (Sales Codes UBH or UEH) or Uconnect 5 Nav W 10.25" Display (Sales Codes UBS or UES).	MARKET APPLICABILITY:			
		<input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA <input type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH			
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: <ul style="list-style-type: none"> Speed limit sign on Instrument Panel Cluster (IPC) is showing incorrect speed. Touch freeze/Disassociated Center Stack Display (DCSD) off. CP/AA wireless disconnection. 				
CAUSE:	Software improvements				

REPAIR SUMMARY:

This bulletin involves updating R1H radios software level to T27.52.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-03-AZ	Create USB Jump Drive from Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.9 Hrs.
18-60-03-BA	Reprogram Radio Software (0 - Introduction)	6 - Electrical and Body Systems	1.4 Hrs.
18-60-03-BB	Reprogram Radio Software and Display Screen Module (DSM) (0 - Introduction)	6 - Electrical and Body Systems	1.7 Hrs.
Failure Code	CC	Customer Concern	

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 Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

NOTE: The Display Screen Module (DSM) must be updated to the latest available software level before the radio update is performed. Refer to applicable published technical service bulletins for detailed repair procedures regarding updating the DSM software.

CAUTION!!

Failure to update the DSM before performing the radio software update may result in a blank/black screen.

NOTE: Check and update display module software if needed before performing radio update.

NOTE: A 64 GB USB flash drive is required for this update. It is also recommended to use a quality, name brand (Kingston®) flash drive over a generic USB flash drive.

1. Does the DSM have the latest software already installed?
 - YES >>> Go to [Step 2](#).
 - NO >>> Follow steps in DSM service action to perform update.
2. Check the radio software level. Go to “Vehicle Settings” then select “System Information” and look for “Radio Version”.
3. Was the radio software at or above T27.52?
 - YES >>> This bulletin does not apply.
 - NO >>> Proceed to [Step 4](#).
4. Has a **64GB** USB flash drive been created?
 - YES>>> Proceed to [Step 13](#).
 - NO>>> Proceed to [Step 5](#).
5. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.

6. 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.

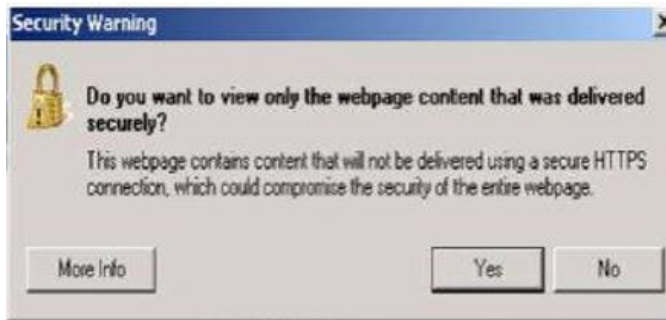


Fig. 1
Pop-Up Security Message

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.

7. Use a blank USB flash drive with at least **64GB** of space. Follow the on-screen instructions to download the software files.

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

8. Download the software update file to your local PC's desktop. Make sure to select the “MAC” radial button for all downloads Fig. 2

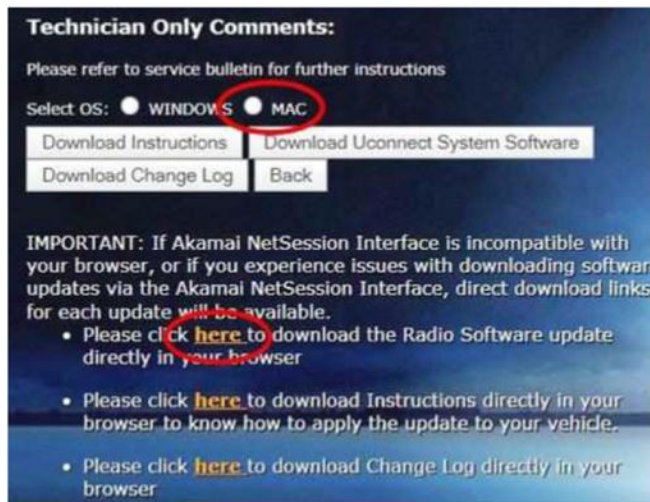


Fig. 2
MAC Radial Button

9. Download the radio SW from DealerConnect to a blank USB flash drive. The USB flash drive should be at least **64GB** and formatted to **NTFS**.
10. There should only be one file on the USB root directory labeled as a “.zip” folder.
11. Do not unzip the folder/file and move all contents to the root directory of the USB.
12. Once the USB flash drive have been created, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Codes.
13. Start the engine 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.

14. Once the system has verified there is an available update, press the “Update Now” button. Make sure the vehicle is in park. **Do NOT turn the ignition off until the two minute timer has expired. The ignition doesn't have to be turned off to update the radio's software Fig. 3.**

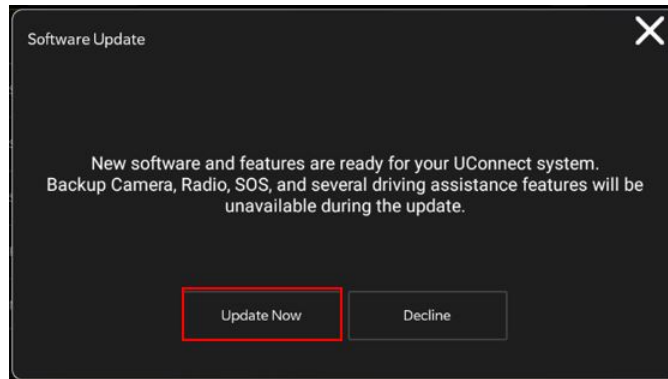


Fig. 3
Software Update

15. Press the “Continue” on the display screen Fig. 4.

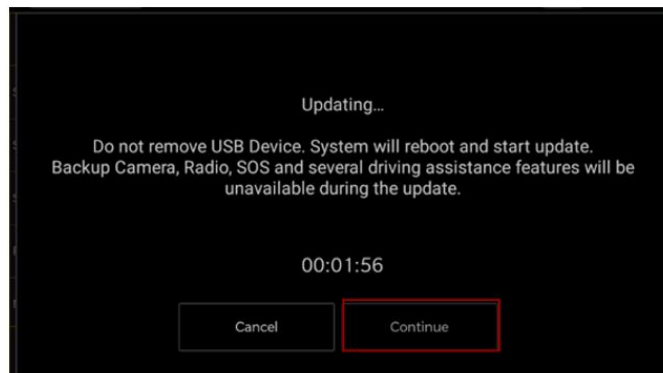


Fig. 4
Software Updating

16. The radio will reboot and the update will begin. The update should take about 2 hours Fig. 5.

NOTE: Do Not turn off the vehicle when the software update is completed and told to remove the USB flash drive.



Fig. 5
Update Successful

17. **Do Not** turn off the ignition at this point. The update is still in process, wait until the radio restarts and the home screen is displayed. This should take around five minutes.

18. Sometimes the radio will display an error pop up “ SWITCH-INVALID_BINARY“ after successful radio update. Please ignore this error message and press “OK” to continue [Fig. 6](#).

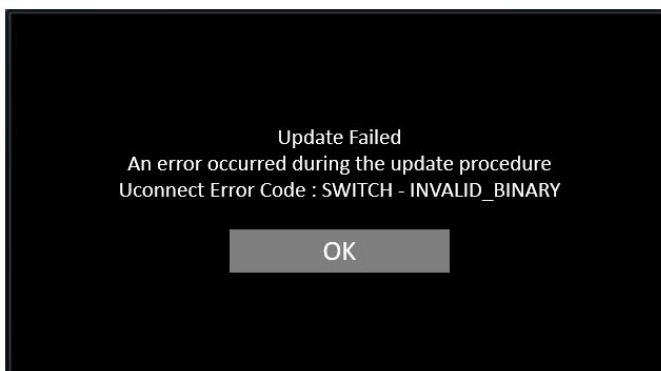


Fig. 6
Update Failed

19. Press “OK” to continue [Fig. 7](#).

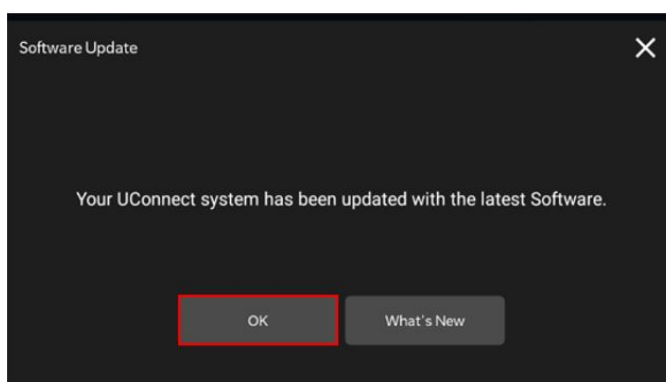


Fig. 7
Completed Update

20. Check if the radio software has been updated. Go to “Vehicle Settings” then select “ System Information” and look for “Radio version”.

21. Was the radio updated to T27.52?

- YES >>> Proceed to [Step 22](#) of the Repair Procedure.
- NO >>> Perform the update one more time. Proceed to [Step 13](#) of the Repair Procedure.

22. Perform a “Factory Reset. This can be found in the radio under Vehicle Setting > Reset > Perform Factory Reset.

23. Once the reset is completed turn off the ignition open and closed the drivers door and let all modules go to sleep. Make sure the scan tool is **not** connected at this point.

24. After all the modules have been a sleep mode for five minutes, turn the ignition back on.

25. Before clearing all DTCs, cycle the ignition Off and back to Run quickly (within two seconds).

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

POLICY:

Reimbursable within the provisions of the warranty.

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