

REFERENCE:	TSB: 08-163-24 GROUP: 08 - Electrical	Date:	July 13, 2024	REVISION:	–
VEHICLES AFFECTED:	2023 (LA) Dodge Challenger Demon This bulletin applies to vehicles equipped with the 6.2L V8 Supercharged HO Engine (Sales Code ESJ with XVC) And: <ul style="list-style-type: none"> Uconnect 4C with 8.4" display (Sales Code UAS). Uconnect 4C NAV with 8.4" display (Sales Code UAQ or UCQ). Uconnect 4C with 8.4" display (Sales Code UCS). 			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"> Non functional shift torque recovery option in the shift torque set up page. Torque recovery time slider is non functional. 				
CAUSE:	Radio Software				

REPAIR SUMMARY:

This bulletin involves inspecting the software level and updating the software to SR56.4

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-02-A1	Check Radio Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
18-60-02-A2	Create USB Jump Drive from Uconnect Website for UAS Vehicles (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-A3	Create USB Jump Drive from Uconnect Website for UAQ Vehicles (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-02-A4	Create USB Jump Drive from Uconnect Website for UCS Vehicles (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-A5	Create USB Jump Drive from Uconnect Website	6 - Electrical and Body Systems	0.2 Hrs.

Labor Operation No:	Labor Description	Skill Category	Labor Time
	for UCQ Vehicles (One Time Only) UCQ (0 - Introduction)		
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.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or equivalent	-	-

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.

REPAIR PROCEDURE:

CAUTION!!

The following procedure to be performed in the order shown in this document Failure to do so may damage the radio and need replacement. The SW will be updated to SR56.4. The expected original SW version is SR55.4

1. Verify the radio software version. Radio must be in Dealer Mode to verify. To put the radio in Dealer Mode, follow these steps:
 - Press and hold both lower corners of the display screen, until the 'Dealer Mode' screen appears (approximately seven seconds). Release buttons.
 - Select "Radio Part Information". The software level will be listed next to "Application Version" [Fig. 1](#).

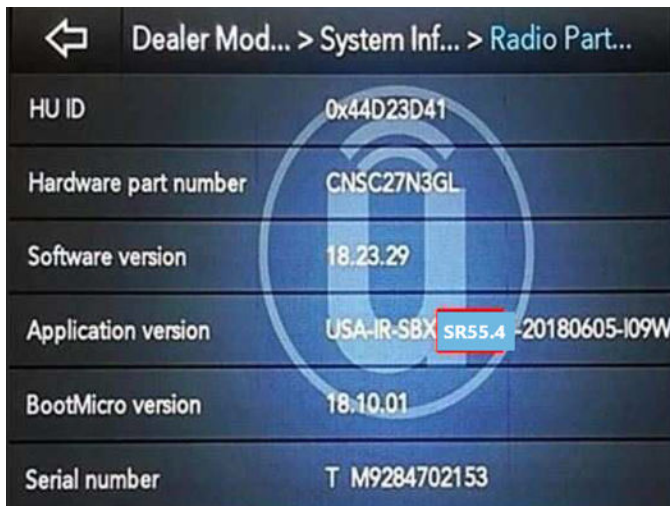


Fig. 1

Radio Software Level Screen

2. Is the radio currently at software level SR55.4?
 - YES >>> Proceed to [Step 3](#).
 - NO >>> This Bulletin does not apply. Continue with normal diagnosis.

CAUTION!!

Before and after any single phase of update is MANDATORY to take a Vehicle Scan Report by wiTECH. Scan reports can be requested during warranty claim assessment; failing to show them can result in refusing to pay the warranty claim.

3. Connect wiTECH to the vehicle, take a Vehicle Scan Report and save it.
4. Has an **8GB** USB flash drive containing SR56.4 SW been created?
 - YES >>> Proceed to [Step 14](#).
 - NO >>> Proceed to [Step 5](#).
5. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.

CAUTION!!

Dealer Connect will show you different SW versions, pay attention to select the right one: SR56.4.

6. 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

PopUp 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 **8GB** of space. Follow the onscreen instructions to download the software files.

- 8. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads Fig. 3.

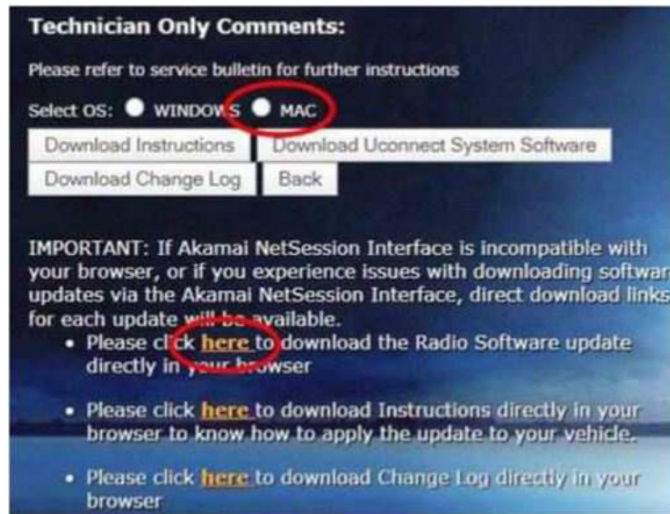


Fig. 3
MAC Download Steps

- 9. Be sure to download the file to your designated folder before extracting the zip file to the blank USB flash drive.
- 10. A blank USB flash drive will be needed for each radio update, additional updates can not be on the same USB flash drive.
- 11. Extract the downloaded zip file to the designated USB flash drive Fig. 4, Fig. 5.

NOTE: It may take a few minutes for an accurate extract time to be displayed.

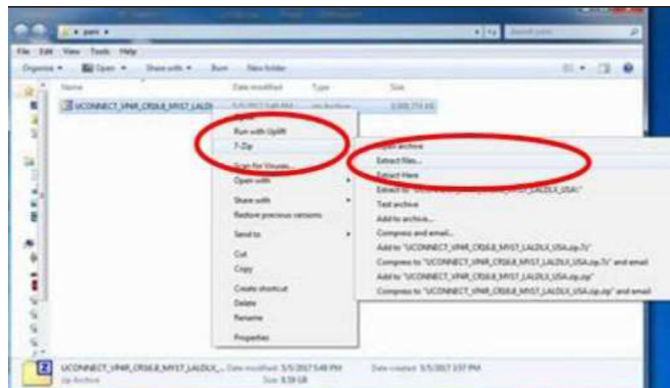


Fig. 4
Zip File Extraction



Fig. 5
Saving File to USB

12. Verify the content on the flash drive matches Fig. 6.

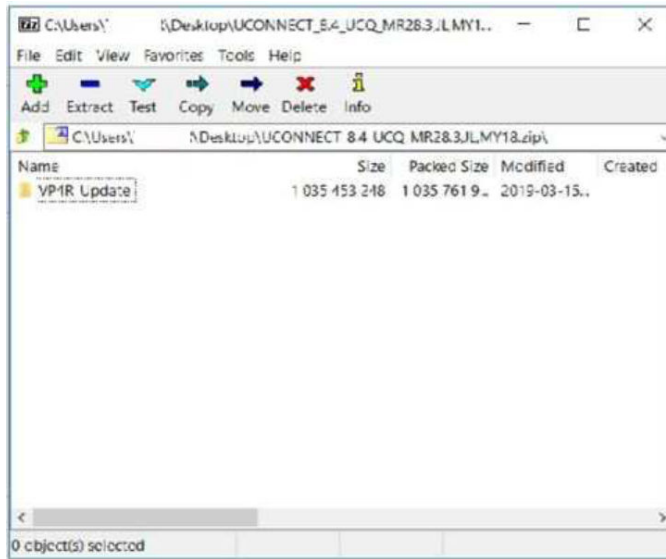


Fig. 6
Files/Folders In The USB Flash Drive

- 13. 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.
- 14. 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 reprogram. If other devices are connected to USB ports during reprogramming, it may cause failure of files to be loaded which may cause the radio to need replacement.

- 15. If the screen in Fig. 7 is displayed, the USB flash drive was not set up correctly. Use a top name brand USB and create a new flash drive, then start the update again.



Fig. 7
Software Not Compatible

NOTE: If the ignition is turned off before the two minutes has expired, the software update will be canceled. The ignition does not have to be turned off to perform this updated.

16. 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 off the ignition** Fig. 8.

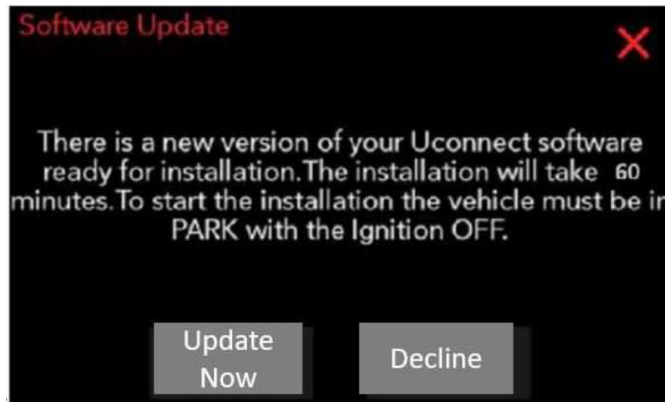


Fig. 8
Software Update Is Available

17. If the ignition is turned off before the two minutes has expired, the software update will be canceled Fig. 9.

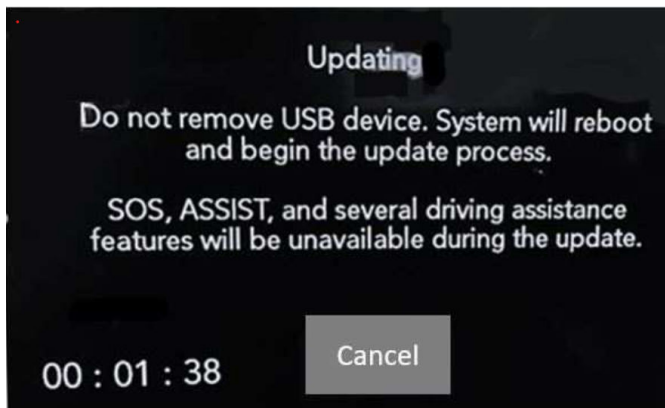


Fig. 9
Radio Update Process Begins

18. The radio will reboot and the update will begin Fig. 10.

NOTE: Some display screens will not be displayed, if the ignition is turned off during the update



Fig. 10
Software Update in Progress

19. 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. 11 will be displayed. Press “OK” and remove the USB flash drive.

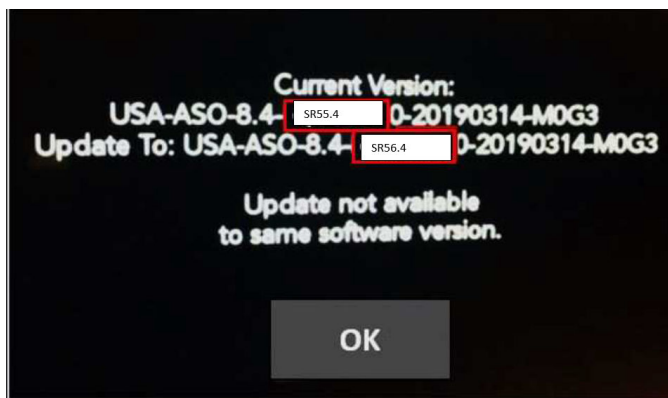


Fig. 11

Radio Software Has Been Updated

20. Press the Nav icon at the bottom of the touchscreen. Verify that the Navigation menu comes up on the screen.

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 five minutes.

21. Verify the radio software version. Radio must be in Dealer Mode to verify. To put the radio in Dealer Mode, follow these steps:

- Press and hold both lower corners of the display screen, until the ‘Dealer Mode’ screen appears (approximately seven seconds). Release buttons.
- Select “Radio Part Information”. The software level will be listed next to “Application Version”.

22. Is the radio currently at software level SR56.4 Fig. 12?

- YES >>> The radio software is up to date. This Bulletin is complete.
- NO >>> Check for previous steps to be properly performed.



Fig. 12

Radio Software Level Screen

23. Connect wiTECH to the vehicle, take a Vehicle Scan Report and save it.

POLICY:

Reimbursable within the provisions of the warranty.

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