REFERENCE:	**TSB:** 08-206-24 **GROUP:** 08 - Electrical	Date:	September 21, 2024	REVISION:	—

VEHICLES AFFECTED:	**2024 (VF) RAM ProMaster** **This bulletin applies to vehicles built on and before July 01, 2024 (MDH 0701XX) equipped with a Uconnect 5 W 10.1" Display (Sales Codes UBN, UEN or UFN).**	MARKET APPLICABILITY: ☒ NA ☐ MEA ☐ SA ☐ IAP ☐ EE ☐ CH
CUSTOMER SYMPTOM:	**The following software enhancements are available:** ● Improvements to CarPlay®, Android Auto® and navigation media screen.	
CAUSE:	**Radio software**	

REPAIR SUMMARY:

This bulletin involves updating the software to U31.42.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-F2-BE	Create USB Jump Drive from Uconnect Website U31.42 s/w **(One Time Only)** (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-F2-BF	Radio, Check Software Level and Perform Software Update U31.42 s/w (0 - Introduction)	6 - Electrical and Body Systems	0.7 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: **Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the update process.**

NOTE: **If this update process is interrupted/aborted, the update should be restarted.**

1. Check if the radio software has been updated. Go to "Vehicle Settings" then select "System Information"and look for "Radio Version".
2. Was the radio software at or above U31.42?
   - YES >>> This bulletin does not apply.
   - NO >>> Proceed to Step 3.
3. Has a **4 GB** USB flash drive been created?

   - YES >>> Proceed to Step 13.
   - NO >>> Proceed to Step 4.
4. Perform the following steps to format the USB flash drive Fig. 1.

   - Select "NTFS" format.
   - Select "Default allocation size" under Allocation Unit Size.
   - Select "Quick Format" under Format Options.
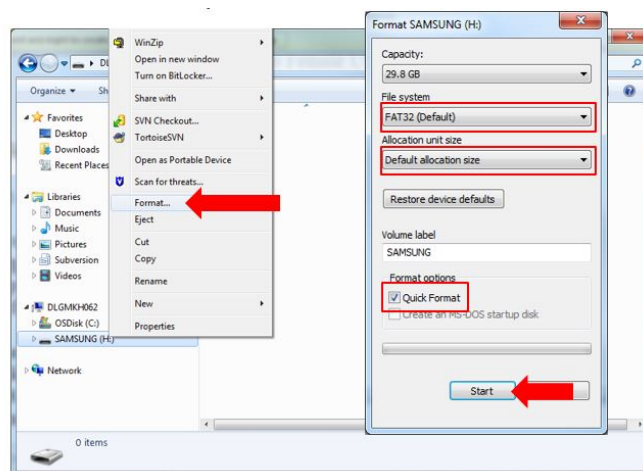   - Click "Start".

Fig. 1
Formatting The USB Flash Drive

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

   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.**

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

   NOTE: A blank USB flash drive will be needed for each radio update; additional updates cannot be on the same USB flash drive.

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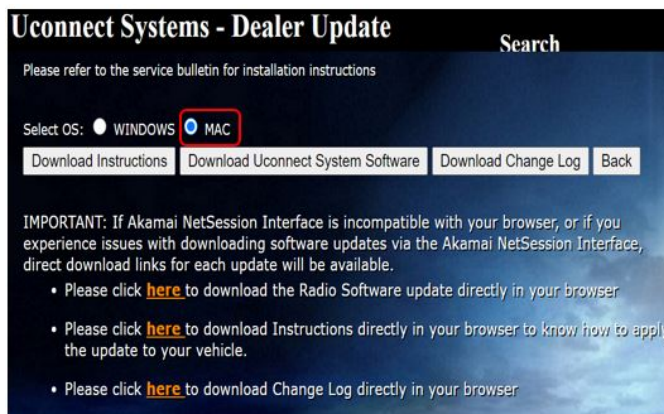

Fig. 2
MAC Download Steps

8. Download the radio SW from DealerConnect to a blank USB flash drive. The USB flash drive should be at least 4 GB and formatted to **NTFS**.

9. Do not unzip the folder/file and move all the contents to the root directory of the USB.
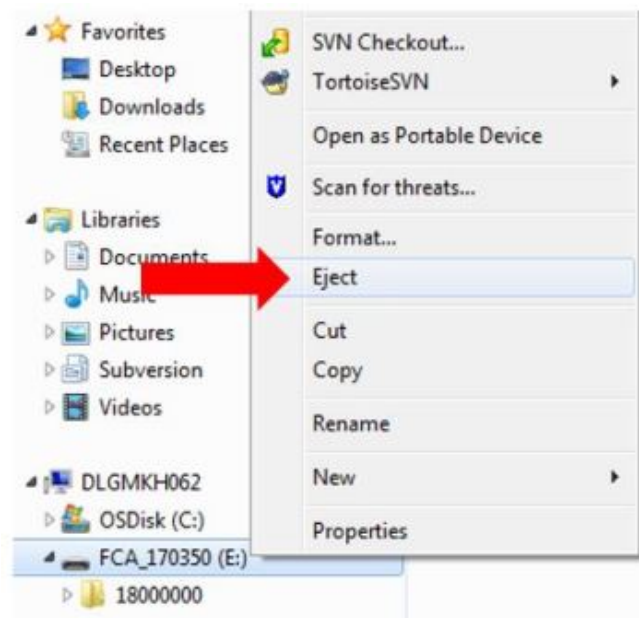
   NOTE: There should only be one file on the USB root directory labeled as a zip folder.

10. Once the file is extracted to the USB flash drive flash drive, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Codes.

    CAUTION!
    Eject the USB flash drive properly from your PC. Failure to eject the USB flash drive properly may result in an improper file byte size and cause the update to not fully download.

11. Perform the following steps to properly eject the USB flash drive Fig. 3:

    a. Right click on the location of the USB flash drive.
    b. Click "Eject" to avoid data corruption.
    c. Remove the USB flash drive from the PC.

Fig. 3
Ejecting The USB Flash Drive

NOTE: Verify the vehicle fuel level is at least 1/8 of a tank. If not, add fuel as required.

12. Shut off all remaining accessories for the duration of the update (flashers, climate controls, etc.).

13. Wait for the radio to fully power on and initialize. Ensure all splash, partner logo, animation, disclaimer and main screens have loaded, before starting the software update.

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

14. Start the vehicle and insert the USB flash drive into the USB port.

15. Vehicle must be out of "Ship Mode". Starting at the radio 'Home' screen Fig. 4.

Fig. 4
Home Screen

CAUTION!
Ensure no other device is plugged into any of the USB ports while performing this update. If other devices are connected to the USB ports during the update, it may cause failure of files to be loaded. Failure to do so may cause the radio to need replacement.

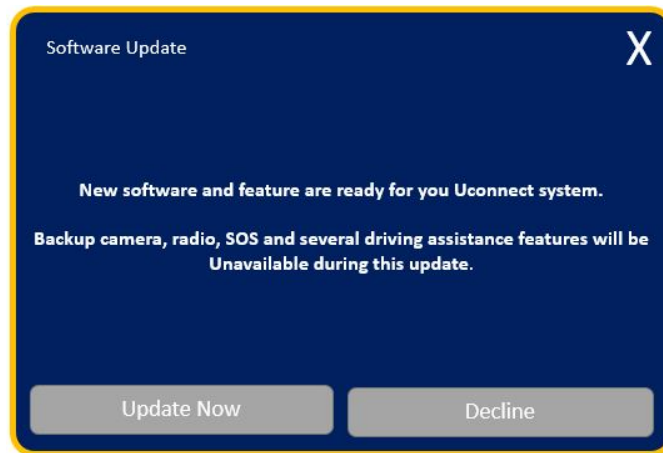16. The radio will prompt you if you want to update to the newest software version Fig. 5.

Fig. 5
Software Update Screen

17. Select "Update Now".
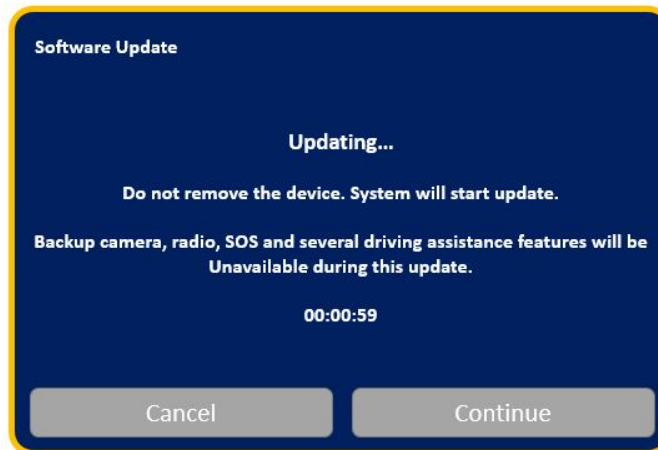18. The radio will prompt you if you want to continue updating to the newer software Fig. 6.

Fig. 6
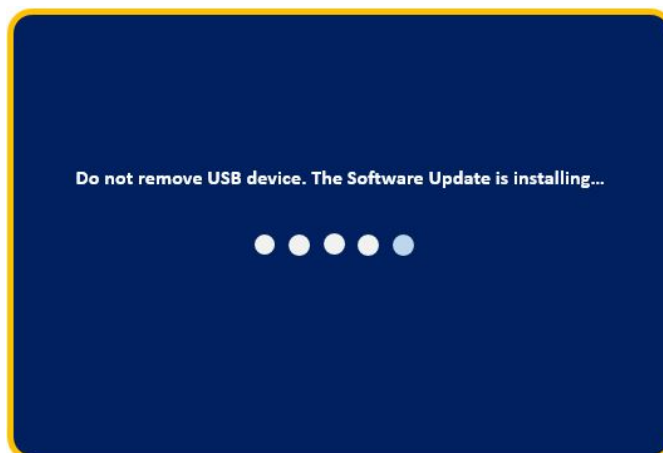Software Updating Screen

19. Select "Continue" Fig. 7.

Fig. 7
Installing Update Screen

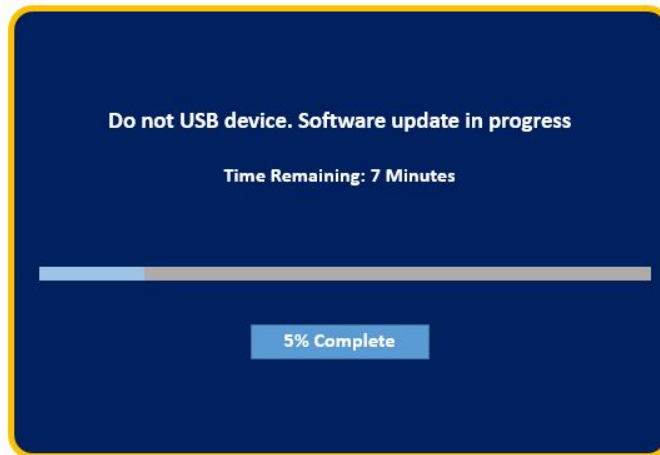20. The update will take approximately 15-20 minutes Fig. 8.

Fig. 8
Update In Progress Screen

21. The radio will reboot and you will observe the update screen after the splash screen once the update has been successful Fig. 9.

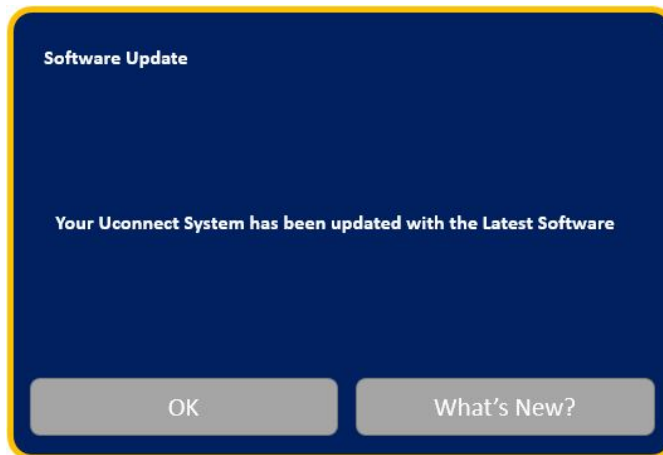**Fig. 9**
Software Updated Screen

22. Select "What's new" to confirm the software has been updated to U31.42 Fig. 10.
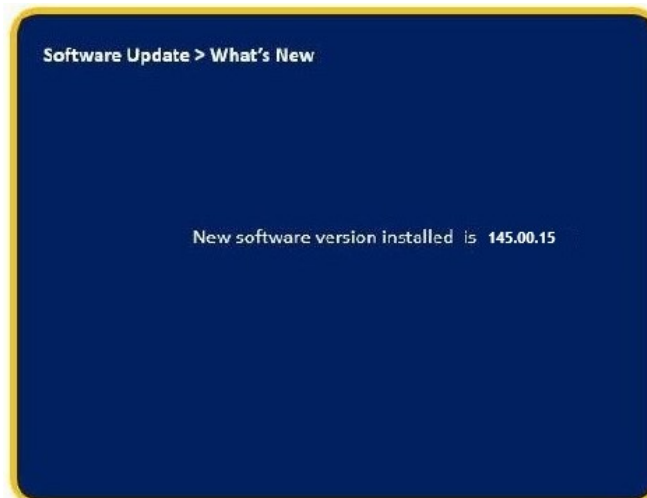

Fig. 10
What's New Screen

23. Remove the USB flash drive from the USB port.

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

25. 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.

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

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

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

POLICY:

Reimbursable within the provisions of the warranty.