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GROUP: Electrical

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THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 08-079-14 REV. C, DATED DECEMBER 23, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS INCLUDES ADDITIONAL SYMPTOM/CONDITIONS.**

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-081. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:
RA3 RA4 Radio Enhancements

OVERVIEW:
This bulletin involves inspecting and, if required, updating the radio software.

MODELS:

2015	(WK)	Jeep Grand Cherokee
2015	(KL)	Jeep Cherokee
2015	(LA)	Dodge Challenger
2015	(ZD)	Dodge Viper
2015	(WD)	Dodge Durango
2015	(DS)	Ram 1500 Pickup
2015	(DJ)	Ram 2500 Pickup
2015	(D2)	Ram 3500 Pickup
2015	(DD)	Ram 3500 Cab Chassis
2015	(DP)	Ram 4500/5500 Cab Chassis
2015	(DX)	Ram Truck (Mexico)
2015	(LX)	Chrysler 300
2015	(LD)	Dodge Charger

NOTE: This bulletin applies to vehicles equipped with one of the following radios:

- Uconnect 8.4A AM/FM/BT/ACCESS (sales code RA3)
- Uconnect 8.4AN AM/FM/BT/ACCESS/NAV (sales code RA4)

SYMPTOM/CONDITION:

A small number of customers may experience one or more of the following:

- ****Enable High Definition (HD) feature, (RA4 radios located in Canada and Mexico).****
- ****Keyboard improvements, in the Points Of Interest (POI) section.****
- Low battery condition due to the radio remaining powered up after the ignition has been turned off (U.S Markets Only).
- The Radio may switch from SiriusXM to an AM station by itself.
- Uconnect registration always present, can not remove Uconnect account.
- Teleprompter does not appear when pressing the Voice Recognition (VR) button.
- VR operation cancels while in media mode.
- Radio may display previous cameras image before displaying the current image.
- Navigation lost vehicle position, during route calculation.
- Navigation displays are missing after vehicle heading changes.
- Navigation giving incorrect guidance to exit the highway.
- FM audio may switch to AM after ignition cycle.
- Text messages appear as sender's phone number not their name.
- VR phone button may not work at times.
- Audio muted after AUX device is disconnected.
- VR, " Listen" to text, will only play 1st message.
- Drive Mode: Eco, sport or normal setting may not be saved after key cycle (LA, LD, LX and ZD Only).
- Drive Mode: Shift light On/Off, out of sync (LA, LD, LX and ZD Only).
- SiriusXM station information does not update.
- Speed adjusted volume, may not work.
- AM or FM seek or tuner soft keys may be missing.
- Display screen show ambient temperature as "- - " not normal values.

Improvements:

- High Definition (HD) radio buffering.
- Spanish translation.
- Radio station, scroll feature.
- Drive Mode: Launch control button, text improvements (LA, LD, LX and ZD Only).
- Making assist calls.
- App functionality and screen displays.
- Displays correct media, song titles and tracks.
- Travel Link, Points Of Interest (POI), displaying movies and favorites.
- Incoming calls, audio enhancements (LA, LD and LX Only).
- Audio for strong AM stations.
- VR performance.
- Settings can only be changed in run mode, not ACC.
- Notify user when messaging features are not supported on certain phones/devices.
- Shows direction and distance for POI when using VR.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available, verify the Audio system is operating properly. If Audio DTCs are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure.

REPAIR PROCEDURE:

CAUTION: This software update is only compatible with the 2015 model year vehicles listed above. Attempting to flash a 2013-2014 model year vehicle with this software will result in a loss of some radio/navigation functions. Should this occur reinstalling the correct software for the radio will correct the condition.

1. Has the USB flash drive been created?
 - a. Yes >>> Proceed to [Step #5](#).
 - b. No >>> Proceed to [Step #2](#).
2. Go to DealerCONNECT> Service> UCONNECT Information & Utilities> 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?" see ([Fig. 1](#)). Press **No** to continue.

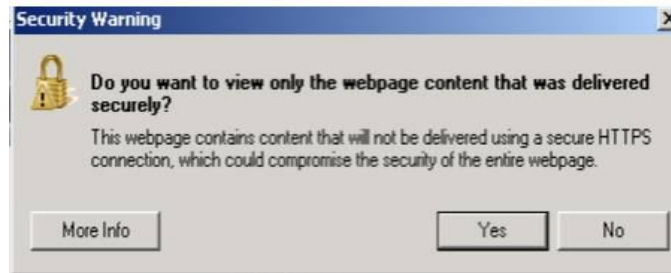


Fig. 1 Pop-up Security Message

NOTE: A blank USB flash drive must be used to download the software. Only one software update can be used on one USB flash drive.

NOTE: If the dealer cannot download the software, make sure you have proper security access. If not, have the Service Manager or Shop Foreman download the software update.

4. To download the software files to a USB flash drive, follow the on screen instructions and perform the following.
 - a. Acquire a blank USB flash drive with at least 4 gb of space.
 - b. Download the software update file to your local pc's desktop.
 - c. Be sure to extract the file before copying it to the blank USB flash drive.

- d. A blank USB flash drive will be needed one for each radio update, additional updates can not be on the same USB flash drive.
- e. Once the file is saved to the USB flash drive, it is recommended you physically label the USB flash drive with the bulletin number and proper radio sales codes.

NOTE: The vehicle must be in Customer Mode to update the radio.

5. Start the vehicle and check if it is still in ship mode. This will be displayed in the Electronic Vehicle Information Center (EVIC).
6. Is the vehicle in Ship Mode?
 - a. Yes >>> Proceed to [Step #7](#).
 - b. No >>> Proceed to [Step #8](#).
7. Press and hold the 'Enter/Browse' button and the 'Front Defrost' (about 5 seconds) until "Ship Mode" is no longer displayed on the instrument cluster, see ([Fig. 2](#)).



Fig. 2 Take Vehicle Out of Ship Mode

8. With the engine running and radio powered on, insert the **correct** USB flash drive with new software into USB port.
9. The next screen display will have the old and new software levels. The radio will be updated to ****15.6.1****.
10. Is the radio at software level ****15.6.1**** or higher?
 - a. Yes>>> The radio software is already up to date. The bulletin is now complete. Use LOP ****18-60-02-EP**** to close out the RRT portion of this bulletin.
 - b. No>>> The radio software needs to be updated. Proceed to [Step #11](#).

CAUTION: If the radio software level is at or above the level on the USB flash drive, DO NOT perform the update.

11. Press the soft key "Yes" to start the update.

NOTE: If the software update process is interrupted, aborted or failed, the process should be restarted.

NOTE: Do not cycle the ignition or touch the radio during the update process.

- 12. The update may take up to 20 minutes to load. No other actions will be needed to initiate the update.
- 13. After the update is done, the screen will display the software levels again.
- 14. Press “No” and turn the vehicle off. Open and close the driver’s door and let the Bus go to sleep.

NOTE: Make sure to leave ignition off, do not press the brake, and do not reopen any doors, so the modules will go to sleep.

- 15. Cycle the ignition on, then back off one more time. Open and close the driver’s door and let the Bus go to sleep. This will complete the radio update.
- 16. Remove the USB flash drive, the bulletin is now complete.

NOTE: If the vehicle needs to be put back into Ship Mode, press and hold the ‘Enter/Browse’ button and the ‘Front Defrost’ (about 5 seconds) until “Ship Mode” is displayed on the instrument cluster.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-EP	Radio, Check Software Level Only (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
18-60-02-EQ	Radio, Check Software Level and, Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-ER	Radio, Software - Create USB flash drive, Uconnect Website (One Time Only) (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 20 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

****The dealer must choose which failure code to use. If the customer came in with an issue and the dealer found updated software to correct that issue, use failure code CC, for all other use failure code RF. ****

- ****CC - Customer Concern (Ex. Customer comes in with a concern and updated (flash) software is found pertaining to the concern).**
- **RF - Routine Flash (Ex. Customer comes in with no concern but updated (flash) software is found in VIP, wiTECH or wiADVISOR).****

**CC	Customer Concern
RF	Routine Flash**