SERVICE BULLETIN

This bulletin supersedes Service Bulletin 08-016-19 REV. C, Dated April 17, 2019, which should be removed from your files. All revisions are highlighted with **asterisks** and include updated software for D-trucks with radios UCQ, UAQ and LOPs.

This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 18-091 Date September 06, 2018. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

SUBJECT:
UAS, UAQ, UCS and UCQ Radio Enhancements

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

- 22.6 - DS, D2, DP, DD, DF and DJ vehicle with UAS, **UCQ and UAQ** radio.
- 22.5 - LA, LD and LX vehicle with UAS and UAQ.
- 21.9 - All other vehicles and radios.

MODELS:

2018	(MP)	Jeep Compass
2018	(BU)	Jeep Renegade
2018	(LA)	Dodge Challenger
2018	(LD)	Dodge Charger
2018	(LX)	Chrysler 300
2018	(WD)	Dodge Durango
2018	(WK)	Jeep Grand Cherokee
2018	(DS)	RAM 1500 Pickup
2018	(D2)	RAM 3500 Pickup
2018	(DD)	RAM 3500 Cab Chassis
2018	(DF)	RAM 3500 <10K Cab Chassis
2018	(DJ)	RAM 2500 Pickup
2018	(DP)	RAM 4500/5500 Cab Chassis

NOTE: This bulletin applies to vehicles within the following markets/countries: U.S. and Canada only.

NOTE: This bulletin a applies to all other vehicles built on or before August 07, 2018 (MDH 0807XX) equipped with one of the following radios:

- **Uconnect 4C Nav With 8.4" Display (Sales Code UAQ or UCQ).**
- **Uconnect 4C With 8.4" Display (Sales Code UAS or UCS).**

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- Audio Distortion (DS, D2, DP, DD, DF and DJ vehicle with UAS, **UCQ and UAQ** radio).
- Menu bar at the bottom of the radio display is frozen (LA, LD and LX with UAQ and UAS radios).
- Can not change the time on the clock (LA, LD and LX with UAS radios).
- Anti-theft code request message.
- Backup camera screen is blank.
- Lines appear across screen.
- Radio control screen is blank or locked.
- Radio resets intermittently.
- Unable to adjust volume.
- Radio will not switch modes between AM, FM, SAT or Media.

In addition, the following enhancements are included in this update:

- Carplay® connectivity improvements.
- Improvement to Bluetooth® phone pairing.
- Improved sound quality when using a Bluetooth phone.

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 a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

INSPECTION:

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". (Fig. 1)
2. Is the current radio software level at or higher than?
    - 22.6 - DS, D2, DP, DD, DF and DJ vehicle with UAS **UCQ and UAQ** radio.
    - 22.5 - LA, LD and LX vehicle with UAS and UAQ.
    - 21.9 - All other vehicles and radios.

    - YES >>> The radio software is already up to date. This bulletin has been completed. Use inspect LOP (18-60-02-VK) to close the active RRT.
    - 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:

NOTE: A 16GB USB flash drive is required for this update. The normal 4GB USB flash drive will not be sufficient.

1. Has a **16GB** USB flash drive been created?
   - YES >>> Proceed to Step 10.
   - NO >>> Proceed to Step 2.

2. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >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?" (Fig. 2) . Press "No" to continue.

Fig. 2
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.

4. Use a blank USB flash drive with at least 16GB of space. Follow the on-screen instructions to download the software files.

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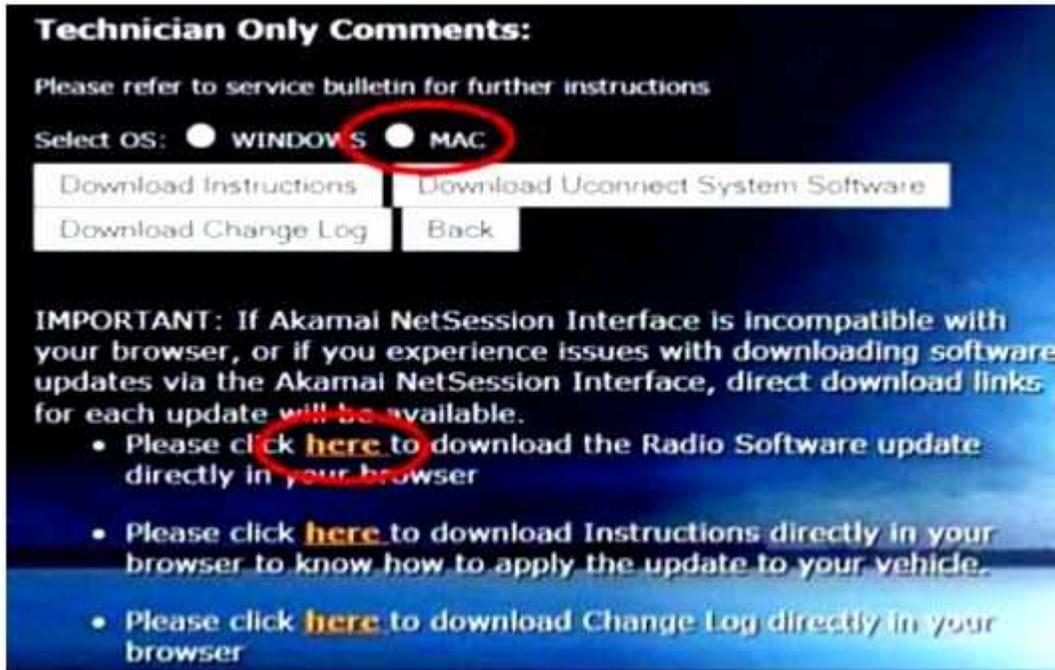
Fig. 3
MAC Download Steps

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

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

8. Unzip all the files to the root folder of USB flash drive. Files should not be within a zip folder. Your USB files should look like (Fig. 4) when you open it, displaying multiple files/folders.
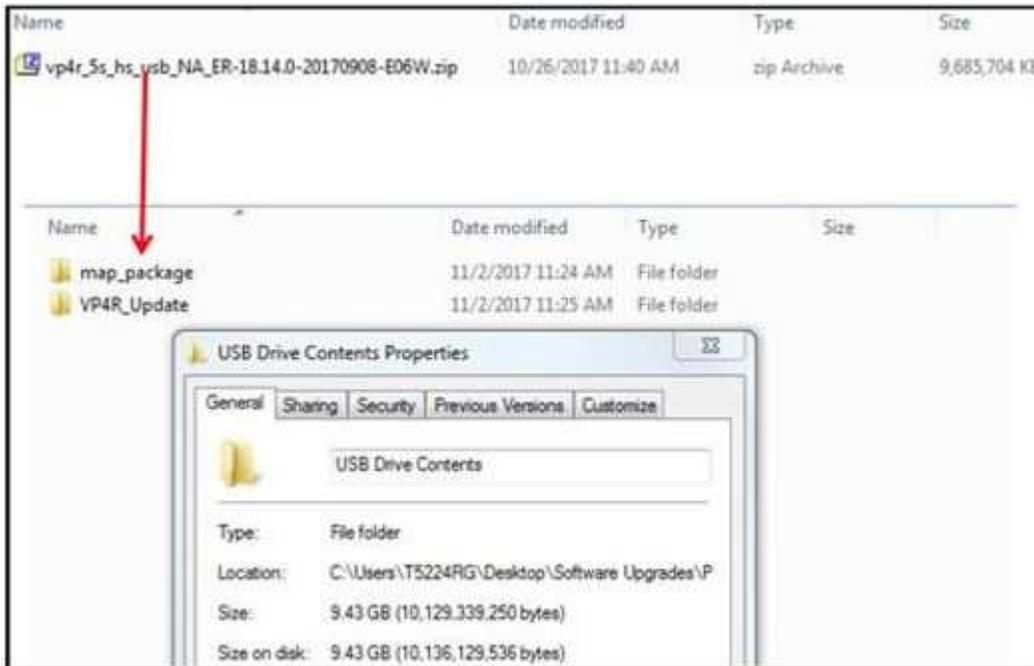
Fig. 4
Files/Folders In The USB Flash Drive

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.

NOTE: This software will update the radio to, version:

- **22.6 - DS, D2, DP, DD, DF and DJ vehicle with UAS **UCQ and UAQ** radio.**
- **22.5 - LA, LD and LX vehicle with UAS and UAQ.**
- **21.9 - All other vehicles and radios.**

11. If the radio software is up to date, the "Current Version" and "Update To" will be the same (Fig. 5) . Press "OK" and remove the USB flash drive.
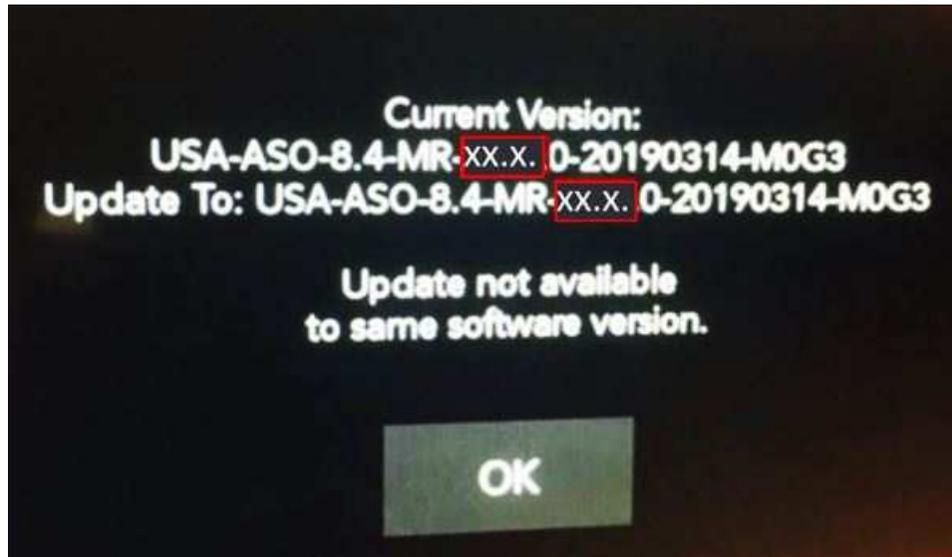
Fig. 5
Screen Displayed When Radio Software Is Up To Date

12. If the screen in (Fig. 6) is displayed, the USB flash drive was not set up correctly. Use a top name brand USB like Kingston and create a new flash drive and start the update again.

Fig. 6
Software Not Compatible

NOTE: Do not turn off the ignition until the two minute timer has expired, as seen in (Fig. 8) .

13. Once the system has verified there is an available update, touch the "Update Now" button. Make sure the vehicle is in park, **do NOT turn off the ignition at this point,** (Fig. 7) .
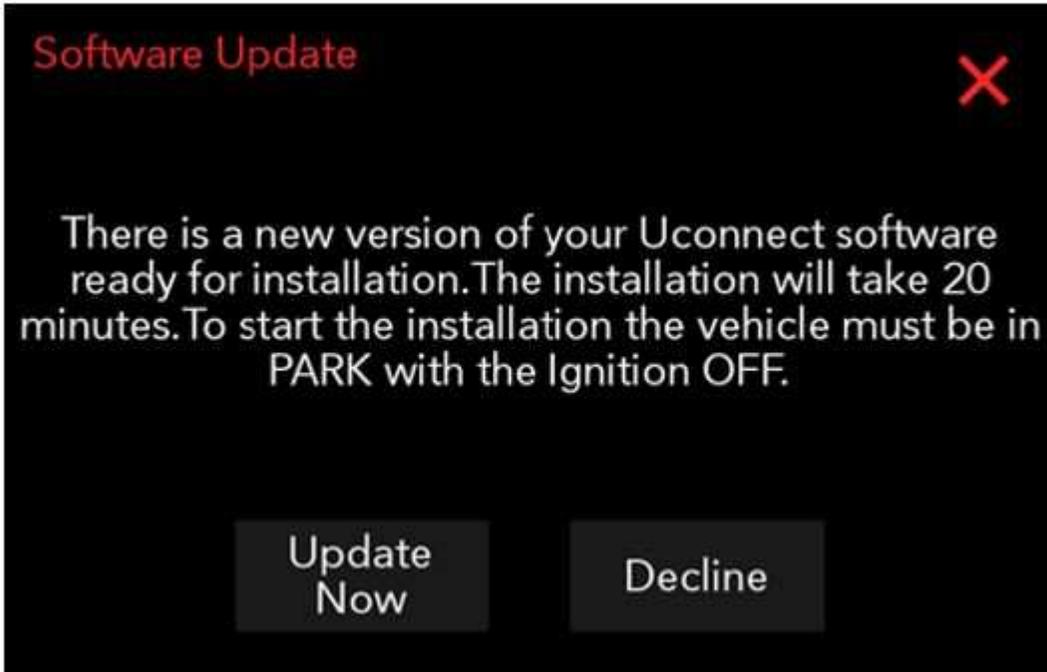
Fig. 7
Software Update Is Available

14. The ignition must be turned to the off position **after** the two minute timer has expired, or the update may be canceled, (Fig. 8) .

Fig. 8
Radio Update Process Begins

15. The radio will reboot and the update will begin. The update should only take 20 minutes, the timer on the screen may display the incorrect time remaining, (Fig. 9) .

Fig. 9
Software Update In Progress

16. 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. 10) will be displayed, with the updated software levels. Press "OK" and remove the USB flash drive.
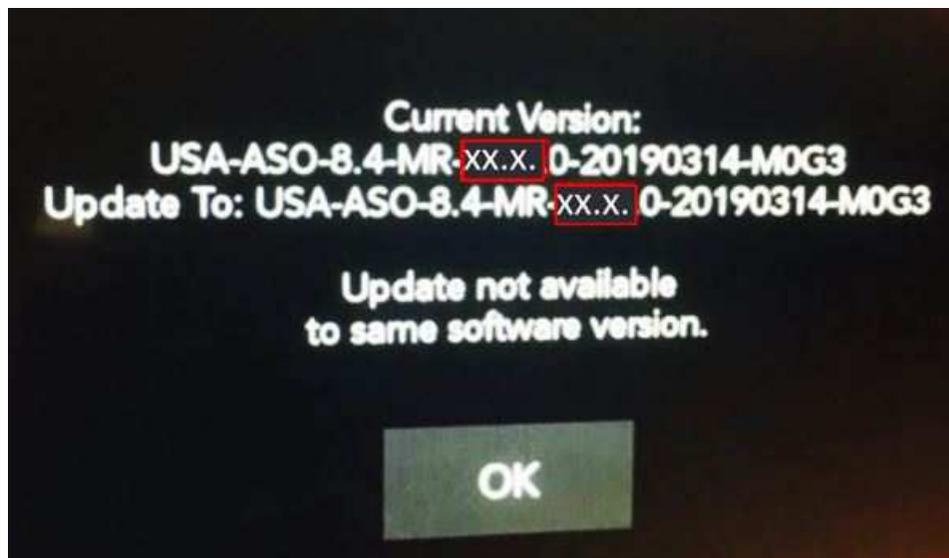
Fig. 10
Radio Software Level Location

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Opera-tion No:	Description	Skill Category	Amount
**18-60-02-BN	Radio, Software - Create USB Flash Drive (Sales code UAQ) DS, D2, DP, DD, DF and DJ Vehicles (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-BP	Radio, Software - Create USB Flash Drive (Sales code UCQ) DS, D2, DP, DD, DF and DJ Vehicles (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-BQ	Radio, Check Software Level and Perform Software Update (Sales Codes UCQ and UAQ) DS, D2, DP, DD, DF and DJ Vehicles (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.**
18-60-02-VK	Radio, Check Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-YW	Radio, Software - Create USB Flash Drive (Sales code UAS) (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs
18-60-02-YT	Radio, Software - Create USB Flash Drive (Sales code UAQ) (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	1.3 Hrs.
18-60-02-VN	Radio, Software - Create USB Flash Drive (Sales code UCQ) (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	1.9 Hrs.
18-60-02-VT	Radio, Software - Create USB Flash Drive (Sales code UCS) (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-YV	Radio, Check Software Level and Perform Software Update (Sales Codes UAS and UAQ) (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.

18-60-02-VP	Radio, Check Software Level and Perform Software Update (Sales Codes UCS) (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
18-60-02-VQ	Radio, Check Software Level and Perform Software Update (Sales Codes UCQ (0 - Introduction)	6 - Electrical and Body Systems	1.0 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.

FAILURE CODE:
The dealer must choose which failure code to use depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.

- The "RF" failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.
- The failure code "RF" (Required Flash) can no longer be used on Service Bulletin flashes. **The "RF" failure code must be used on an RRT.**
- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C's must be supplied.

RF	Required Flash - RRT
CC	Customer Concern