

REFERENCE:	TSB: 08-243-23 GROUP: 08 - Electrical	Date:	November 15, 2023	REVISION:	–
VEHICLES AFFECTED:	2020 - 2022 (GA) Alfa Romeo Giulia 2020 - 2022 (GU) Alfa Romeo Stelvio This bulletin applies to vehicles equipped with the following radio: <ul style="list-style-type: none"> AM/FM/HD Radio with NAV (Sales Code RAN). This bulletin applies to GA vehicles built on and after January 01, 2020 (MDH 0101XX) and on and before May 20, 2022 (MDH 0520XX). This bulletin applies to GU vehicles built on and after January 01, 2020 (MDH 0101XX) and on and before May 16, 2022 (MDH 0516XX).			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:	The customer may describe the following: <ul style="list-style-type: none"> Wrong temperature information is displayed on the performance page. 				
CAUSE:	Radio software.				

REPAIR SUMMARY:

This bulletin involves inspecting the software level to see if the radio needs one or two USB flash drive(s) to update the radio software level to 131.010.002.

CAUTION!

The repair procedure must be followed step by step. If the radio is not updated with the correct software level at the correct time the radio can be damaged or the updates won't complete.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-02-9Z	Radio, Check Software Level and Perform Software Update ONE Update 0 - Introduction	6 - Electrical and Body Systems	0.5 Hrs.
18-60-02-9Y	Radio, Check Software Level and Perform Software Update TWO Updates 0 - Introduction	6 - Electrical and Body Systems	0.5 Hrs.
18-60-02-9A	Radio, Software Create USB Jump Drive From Uconnect Website (Transition Software) (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.1 Hrs.
18-60-02-9B	Radio, Software Create USB Jump Drive From Uconnect Website (131.010.002) (One Time Only)	6 - Electrical and Body Systems	0.2 Hrs.

Labor Operation No:	Labor Description	Skill Category	Labor Time
	(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.

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 flash process.

1. Check the Entertainment Telematics Module (ETM) software version.
2. Start the vehicle and turn on the radio.
3. Using the ETM display screen, scroll and select the Setting Function.
4. Select Setting > System > Software Update > Current Version.
5. What is the radio software level (Application Version) at?
 - 131.010.002 or higher >>> The radio software is already up to date. Normal diagnostics should be performed.
 - At or above 129.000.007 and under 131.010.002 >>> The radio will only need one USB flash drive to update the radio. Create a USB flash drive with 131.010.002 software Proceed to [Step 6](#).
 - At or above 118.000.052 and under 129.000.007 >>> The radio will need two USB flash drives to update the radio. Create two USB flash drives one with transition software and one with 131.010.002 software. Proceed to [Step 6](#).
6. First delete "Recent Destinations" (only if the vehicle is equipped with the Navigator option).
7. Switch on the system and on the press the "Navigation" widget Home screen.
8. Press the "Recent Destinations" icon [Fig. 1](#).

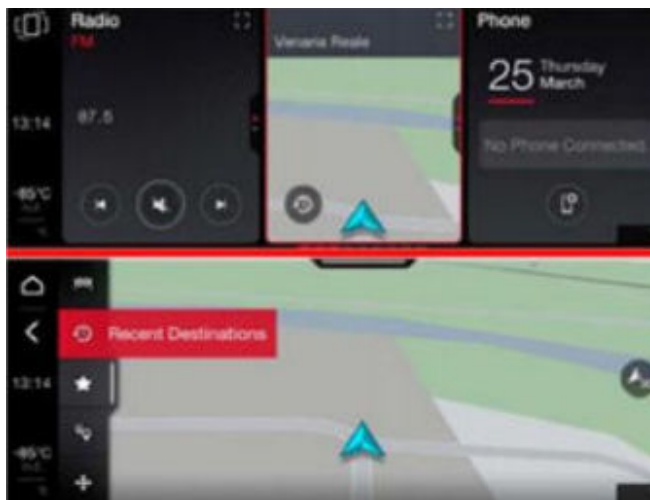


Fig. 1
Recent Destinations

9. Press the "Settings".

10. Press the "Clear Recent Destinations" command Fig. 2.

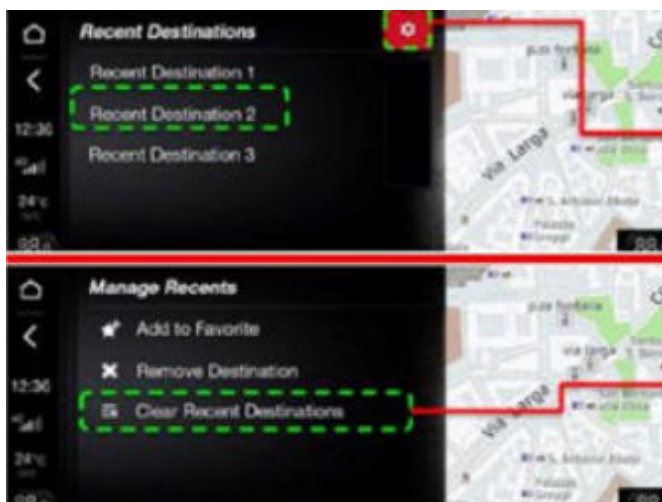


Fig. 2
Settings

11. Confirm the deletion.

12. After deletion, the list will appear empty Fig. 3.

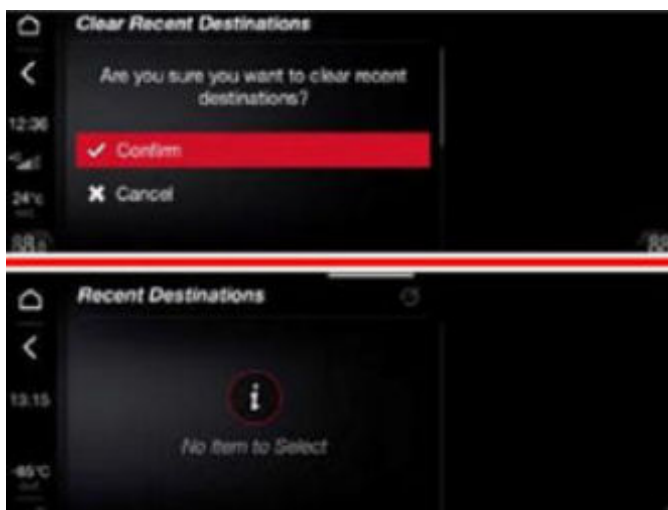


Fig. 3
Confirm Delete

13. Has a USB flash drive been created?

- YES>>> Proceed to [Step 17](#).
- NO >>> Proceed to [Step 14](#).

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

14. Go to DealerCONNECT> Service> UCONNECT Command Center> Uconnect> Dealer software downloads, to download the files.

NOTE: If a 2-Step update is required, please always download and flash with the transition software first. After the transitional software has been downloaded successfully, flash 131.010.002 software.

15. If a security message appears “Do you want to view only the web page content that was delivered securely?” [Fig. 4](#), press “No” to continue.

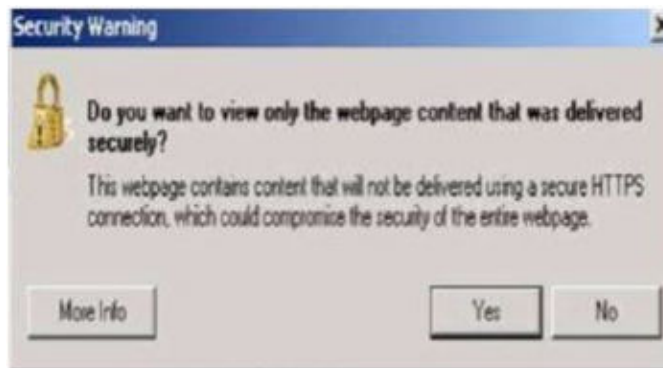


Fig. 4
Security Warning Pop-Up

NOTE: The software acquisition requires the deletion of all the files on the USB flash drive before copying the contents of the folder necessary for the update. Copy only the files contained in the folder onto the flash drives, NOT the folder itself.

16. To download the software files to USB flash drives, follow the on-screen instructions and perform the following:

- Acquire a blank USB flash drive with at least **4GB**.
- A blank USB flash drive will be needed for each software update (one for each software update).
- Additional updates can not be on the same USB flash drive.
- Once the file is saved to the USB flash drive, it is recommended to label the USB flash drive with the bulletin number.

The USB flash drives must be formatted as **FAT32** structure.

- Download the software update files to your local PC's desktop. Make sure to select the “MAC” for downloads only [Fig. 5](#).



Fig. 5

Dealer Update Portal

17. Check that there is nothing inserted (USB flash drive or other devices) in the vehicle's USB ports. If there are, they must be removed before starting the update procedure.

NOTE: Start the engine and leave it running in a secure location for the duration of the update.

18. Turn on the radio with a long press of the "ON/OFF" control if it does not turn on automatically.

NOTE: The technician should record and reprogram the radio presets and user settings that may be reset with the radio update.

19. Using the ETM display screen, scroll and find the Setting Function.

20. Select Setting > System > Software Update > Update Software.

21. Insert the USB flash drive with the ETM update software into either USB port.

22. Select "OK", to start the update.

NOTE: Once started, the procedure does not require any intervention by the operator.

23. When the software update procedure has completed, remove the USB flash drive. The radio will reboot and restart.

24. What was the radio software level after this update?

- 131.010.002 >>> The radio download has been completed. Proceed to [Step 25](#).
- At or above 118.000.052 and under 129.000.007 >>> The next phase of the radio update needs to be performed. Proceed to [Step 1](#) of the Repair Procedure.

25. Using wiTECH, clear all DTCs that may have been set.

NOTE: The customer should be informed that after the reprogram, the radio will need to have the phones paired to the ETM. The operative details for pairing telephones and settings are shown in the Owner Handbook of the infotainment module.

POLICY:

Reimbursable within the provisions of the warranty.

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