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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-104-14, DATED NOVEMBER 27, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES ADDITIONAL SYMPTOM, UPDATED BUILD DATE RANGES, NEW LABOR OPERATIONS AND UPDATED SOFTWARE.**

SUBJECT:

RA2 And RJ2 Radio Software Enhancements

OVERVIEW:

This bulletin involves updating the radio's software.

MODELS:

2015 (LA) Dodge Challenger

NOTE: **This bulletin applies to vehicles equipped with UConnect 5.0 AM/FM/BT (sales code RA2 or RJ2).******

SYMPTOM/CONDITION:

A customer may have experience one or more of the following:

- **** Radio Display may freeze or go blank.**
- Display shows multiple USB media song titles in the browse menu.******
- Backup camera screen may have static lines and/or shutters.
- The backup display may flash the previous image before displaying the current image.
- Can't cancel compass calibration.
- When in compass calibration and the browse/enter button is pressed, Compass Calibration Failed will be displayed.
- Incorrect blind spot chime.
- After the audio was muted, audio doesn't resume using Voice Recognition (VR).
- Information from disconnected USB flash drive is still displayed on the radio.
- VR session may not cancel using steering wheel switches.
- Back button on Integrate Center Stack (ICS) may not work at times.
- AM/FM is still audible when USB flash drive is plugged in.
- Radio screen may be black when powered up.
- When using steering wheel controls, the radio presets with start at preset 2 instead of preset 1.
- Unintentionally changing AM/FM stations when trying to scroll up or down a song list. This happens when a USB or Phone is plugged into the USB port.

Improvements:

- iPhone functionality improvement to play music after ending calls.
- When SD card is used, phone lists will be properly displayed.
- New feature will not allow changes to settings in accessory mode.

DIAGNOSIS:

Use a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available to verify if DTCs are set. If Audio DTCs are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

NOTE: Software updates are now available for download to USB on the Uconnect website.

REPAIR PROCEDURE:

1. Has the USB flash drive been created?
 - a. Yes >>> Proceed to [Step #3](#).
 - b. No >>> Proceed to [Step #2](#).
2. Go to DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads to download the files. Follow the instructions on the website to create the USB flash drive.

NOTE: A blank USB flash drive must be used to download the software. The USB flash drive should be 2 GB or larger.

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.

3. With the ignition on and radio powered up, insert the USB flash drive with new software into USB hub.
4. The next screen display will have the old and new software levels. The radio will be updated to ****15.11.01****.
5. Is the radio software level at or higher then the update to level?
 - a. Yes >>> The bulletin doesn't apply, normal diagnostics should be performed.
 - b. No >>> Proceed to [Step #6](#).
6. Press the soft key "Yes" to start the update.
7. The update may take 8 minutes, no other actions will be needed.

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

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

NOTE: Please note during this process the screen will go blank 2 times. Once in the beginning and once at the end of the re-flash process.

8. After the update is done downloading, the screen will display "Update successful" please remove USB flash drive.
9. Do not turn off the ignition, the update is not completed. Wait until the normal radio display screen is appears, this will take about 40 seconds.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
**18-60-02-HP	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-02-HQ	Radio, Software - Create USB Jump Drive From CD or Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.**

NOTE: The "First Time Only" LOP is used one time per dealer when downloading the software onto a USB flash drive.

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.**

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash**