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GROUP: Electrical

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-029-15, DATED MARCH 24, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDES NEW VEHICLE LINES AND SYMPTOMS.**

SUBJECT:

RG2 Or RJ2 Radio Software Enhancements

OVERVIEW:

This bulletin involves updating the radio's software.

MODELS:

| | | |
|---------------|------|---------------------------|
| **2015 | (WD) | Dodge Durango ** |
| **2015 | (LD) | Dodge Charger ** |
| 2015 | (WK) | Jeep Grand Cherokee |
| 2015 | (KL) | Jeep Cherokee |
| 2015 | (DS) | Ram 1500 Pickup |
| 2015 | (DJ) | Ram 2500 Pickup |
| 2015 | (D2) | Ram 3500 Pickup |
| 2015 | (DP) | Ram 4500/5500 Cab Chassis |

NOTE: This bulletin applies to vehicles built on or before **December 23, 2014 (MDH 1223XX)**** equipped with UConnect 5.0 AM/FM/BT (sales code RJ2) Or UConnect 5.0 MW/LW/DAB/BT (sales code RG2).**

NOTE: This bulletin applies to WD or LD vehicles built on or before June 19, 2015 (MDH 0619XX) equipped with UConnect 5.0 AM/FM/BT (sales code RJ2) Or UConnect 5.0 MW/LW/DAB/BT (sales code RG2).

SYMPTOM/CONDITION:

A customer may experience one or more of the following:

- ****Radio display screen intermittently may go blank.****
- ****Radio display screen may be locked.****
- ****Backup display may not turn off.****
- ****Audio Mutes.****
- Not able to change state of heated seats and/or steering wheel during stop event on Stop/Start vehicles.
- Touchscreen confirmation beep may be too loud.
- The radio does not allow selection of the Polish language.
- The radio fan continually runs at high speed.
- Customer perception may be the radio fan is too loud.

Improvements:

- Only allow vehicle settings to be changed in run mode. To help insure settings are properly saved.
- Always gray out text message soft keys for non-supporting devices.
- Voice Recognition (VR) improved accuracy.

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. Turn the ignition on and check if the vehicle is still in ship mode. This will be displayed in the Electronic Vehicle Information Center (EVIC).
4. The vehicle must be in Customer Mode to update the radio. Is the vehicle in Ship Mode?
 - a. Yes >>> Proceed to [Step #5](#).
 - b. No >>> Proceed to [Step #6](#).
5. Use the scan tool (wiTech) to put the vehicle into customer mode.

6. With the ignition on and radio powered up, insert the USB flash drive with new software into USB hub.
7. The next screen display will have the old and new software levels. The radio will be updated to ****7.03.05****.
8. Is the radio software level at or higher then the update to level?
 - a. Yes >>> This bulletin does not apply. Normal diagnostics needs to be performed.
 - b. No >>> Proceed to [Step #9](#).
9. Press the soft key “Yes” to start the update.
10. The update may take 15 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: During this process the screen will go blank 2 times. Once in the beginning and once at the end of the re-flash process.

11. After the update is done downloading, the screen will display “Update successful” please remove USB flash drive.
12. 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.

NOTE: Use the wiTech to put the vehicle back into Ship Mode if needed.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|---------------------|--|---------------------------------|------------|
| **18-60-02-FM | Radio, Check Software Level and Perform Software Update (0 - Introduction) | 6 - Electrical and Body Systems | 0.4** Hrs. |
| **18-60-02-FN** | Radio Software - Create USB flash drive (First 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.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 15 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. ****

- ****If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, than 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 ** |