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GROUP: Electrical

DATE: December 09, 2014

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SUBJECT:

RA2 Radio Software Enhancements

OVERVIEW:

This bulletin involves updating the radio's software.

MODELS:

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	(DD)	Ram 3500 Cab Chassis
2015	(DP)	Ram 4500/5500 Cab Chassis
2015	(DX)	Ram Truck (Mexico)

NOTE: This bulletin applies to vehicles built on or before December 01, 2014 (MDH 1201X) equipped with UConnect 5.0 AM/FM/BT (sales code RA2).

SYMPTOM/CONDITION:

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

- 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 (Grand Cherokee only).
- U0208-00 - Loss Communication With Heated Seat Control Module (Cherokee only).

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 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 the symptom/condition listed above, or if the technician finds the DTC, 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 7.0.50.
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-EB	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-02-EC	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:

ZZ	Service Action
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