



**NUMBER:** 08-034-14

**GROUP:** Electrical

**DATE:** March 20, 2014

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**SUBJECT:**

Diagnostic: Radio And Navigation Unit Updates

**OVERVIEW:**

This bulletin involves confirming that the radio is at the most current software version to assist in the diagnosis and repair of Radio and NAV units. Then validating that the symptom/condition was repaired with the latest update.

**MODELS:**

2014 (All) All Chrysler Dodge Jeep Ram SRT Models

**SYMPTOM/CONDITION:**

Radio and Navigation updates will have several symptom/condition repairs.

**DIAGNOSIS:**

For customers that describe a symptom or a condition with the vehicles radio or navigation unit perform the repair.

**REPAIR PROCEDURE:**

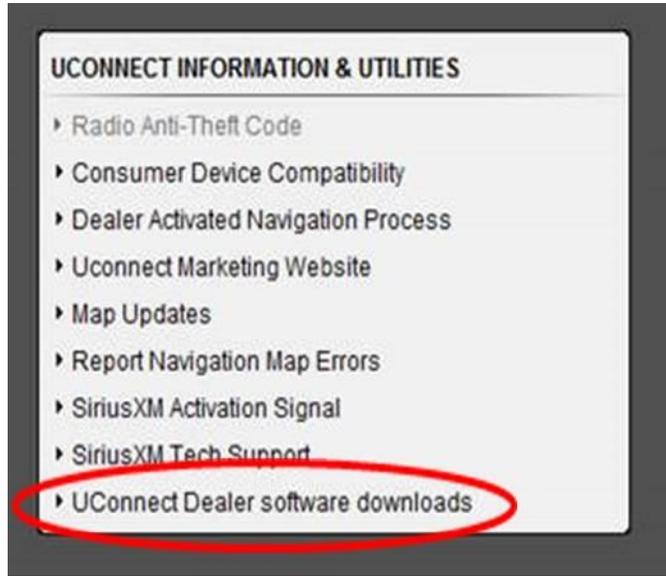
**NOTE:** Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

**NOTE:** If this flash process is interrupted/aborted, the flash should be restarted.

**NOTE:** Software updates are now available for download to USB on the UConnect web site and can be used instead of ordering a disc.

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

1. Using the VIN check UConnect Dealer software downloads web site found on the Service TAB of TechCONNECT to see if there is an update for the vehicle.  
DealerCONNECT> Service> UConnect information and utilities> UConnect Dealer Software downloads.(Fig. 1).



**Fig. 1 DealerCONNECT TechCONNECT Service TAB**

2. Is there an update available for the VIN entered?
  - a. Yes >>> Update the radio or navigation unit to the latest software level proceed to [Step #3](#).
  - b. No >>> Further diagnostics are required.
3. Did the update correct the symptom/condition of the Radio or NAV unite?
  - a. Yes >>> Repair complete.
  - b. No >>> Further diagnostics are required.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
85-41-87-01	Audio, Video and Telematics Components, Trouble Not Found Radio Diagnostic = (Software Downloads) (1- Semi Skilled)	6 - Electrical Body	A/T
85-41-87-04	Audio, Video and Telematics Components, Trouble Not Found Amp Diagnostic = (Software Downloads) (1- Semi Skilled)	6 - Electrical Body	A/T
85-41-87-06	Audio, Video and Telematics Components, Trouble Not Found Navigation Diagnostic = (Software Downloads) (1- Semi Skilled)	6 - Electrical Body	A/T

**FAILURE CODE:**

UC	Requires Narrative
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**NOTE: Requires a narrative that provides original version software level and update version.**