SUBJECT:
After Radio Replacement Cannot Register Uconnect Access or Critical Vin Error Message Is Displayed

MODELS:

2013	(DS)	Ram 1500 Pickup
2014	(ZD)	Viper
2013	(D2)	RAM 3500 Pickup
2013	(DD)	RAM 3500 Cab Chassis
2013	(DJ)	RAM 2500 Pickup
2013	(DP)	RAM 4500/5500 Cab Chassis
2014	(WK)	Grand Cherokee
2014	(KL)	Cherokee

NOTE: This Service Bulletin applies to vehicles equipped with a UCONNECT 8.4A AM/FM/BT/ACCESS (sales code RA3) or UCONNECT 8.4AN AM/FM/BT/ACCESS/NAV (sales code RA4) With Connected Vehicle (sales code RS7).

DISCUSSION:
After head unit replacement it is important to verify that a consistency check has occurred to assure the Uconnect Access features are capable of connecting to the cloud. A consistency check occurs to register the replaced head unit's data with vehicle VIN into the databases associated with the Uconnect Access features. This check occurs over the cloud and under most conditions, the consistency check completes automatically and only verification of connectivity is required.

In some cases (poor cell coverage etc.) the consistency check may fail. If this occurs customers that are registered will not be able to log into the Uconnect Access app's, and if not registered, will not be able to register. In some cases a "Critical VIN Error" message may be seen on the Head Unit, (Fig. 1).

Fig. 1 Critical Error Message

1 - May be display when error occurs

Connectivity Verification:

1. After head unit replacement, perform two ignition key cycles allowing the bus to go to sleep between each ignition cycle.

NOTE: This can be verified by viewing the USB halo illumination. When the halo light goes out, the bus is asleep (approximately . 1 minute).

2. Start the vehicle and allow the apps to load. Verify there is at least 1 bar of cell coverage and minimum of 1x data connectivity as shown by the indicators on the apps orb. The vehicle may have to be moved outside the dealership if a signal cannot be obtained.
3. Allow the app's to load and a Digital Rights Management synchronization (DRM sync) to occur.

NOTE: Depending on cell coverage, the DRM sync can take up to 30 minutes to complete

NOTE: View the app's selection to see it the "registration" selection has disappeared. If this selection can not be seen the customer is already registered.

4. Is the customer Registered with Uconnect Access?
    a. Yes >>> Proceed to Step #5
    b. No >>> Proceed to Step #8

5. Using the Assist Button on the mirror or from the app's menu, make an outbound call to Uconnect Care. When the agent picks up, identify yourself as a dealer technician and you're checking Uconnect Access connectivity based on a recent head unit replacement.

NOTE: If the last step was NOT successful, the registration selection does not disappear, an outbound Uconnect Care call cannot be made from the vehicle or "Critical VIN Error" is displayed

6. Was step (5) successful?
   a. Yes >>> Verification completed, return the vehicle to the customer.
   b. No >>> proceed to Step #7
7. Contact Uconnect Care at 1-855-792-4241. They will provide direction and additional help to resolve the connectivity concern.
8. Press the registration selection on the app's menu and follow the steps to send the initial registration email.

NOTE: The tech can use the dealers e-mail address or their personal e-mail for this test. The e-mail should only take a few minutes to be received.

9. Was the registration e-mail received (depending on e-mail service, the e-mail may be found in the spam folder)?
   a. Yes >>> Verification complete, delete the e-mail and return vehicle to customer.
   b. No >>> E-mail not received or "Critical VIN Error" seen, proceed to Step #7.

POLICY:
Information Only.