



NUMBER: 08-081-15

GROUP: Electrical

DATE: August 22, 2015

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SUBJECT:

Unable To Register With Uconnect

OVERVIEW:

This bulletin involves retrieving MDN and MEID numbers from the radio. Creating a Star case and recording the MDN and MEID with in the Star Case. The Star center will reply back with an access code that will need to be entered into the radio.

MODELS:

| | | |
|------|------|---------------------------|
| 2015 | (LA) | Dodge Challenger |
| 2015 | (UF) | Chrysler 200 |
| 2015 | (LX) | Chrysler 300 |
| 2015 | (DP) | Ram 4500/5500 Cab Chassis |
| 2015 | (DD) | Ram 3500 Cab Chassis |
| 2015 | (D2) | Ram 3500 Pickup |
| 2015 | (DJ) | Ram 2500 Pickup |
| 2015 | (DS) | Ram 1500 Pickup |
| 2015 | (WD) | Dodge Durango |
| 2015 | (WK) | Jeep Grand Cherokee |
| 2015 | (KL) | Jeep Cherokee |
| 2015 | (LD) | Dodge Charger |
| 2015 | (ZD) | Dodge Viper |

NOTE: This bulletin applies to vehicles within the following markets/countries: U.S. Market Only.

NOTE: This bulletin applies to vehicles built on or after March 20, 2015 (MDH 0320XX) and on or before May 16, 2015 (MDH 0515XX) equipped with one of the following radios:

- Uconnect 8.4A AM/FM/BT/ACCESS (Sales code RA3).
- Uconnect 8.4AN AM/FM/BT/ACCESS/NAV (Sales code RA4).

SYMPTOM/CONDITION:

The customer may notice that their Uconnect Apps do not work and they can't register with Uconnect.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify that no Diagnostic Trouble Codes (DTCs) are set in the audio system. If DTCs or symptom conditions 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, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Before creating a Star case, retrieve the MDN and MEID numbers from the radio. The radio must be in Dealer Mode to access these numbers.
2. Enter dealer mode by pressing and holding the temp up, temp down and front defrost all at the same time. If the vehicle has dual temp, use the drive side temp controls.
3. Once in dealer mode select the following:
 - a. Select “##Menu Basic “
 - b. Select “##Data#”
 - c. Select “Advanced”

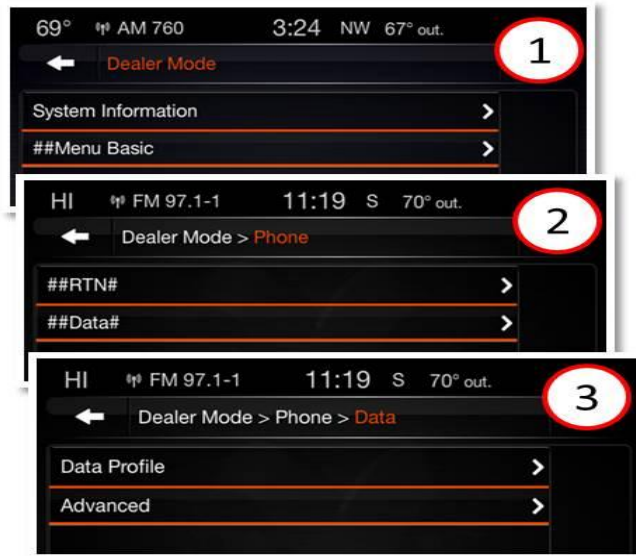


Fig. 1 Select The Following

- 1 - Select ##Menu Basic
 - 2 - Select ##RTN#
 - 3 - Select Advanced
-

- Record the MEID number for the STAR case.



Fig. 2 MEID Number

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- Go back two screens by pressing the back arrow and select “##RTN#”.



Fig. 3 Back Up Two Screen

Select ##RTN#

6. Record the MDN number for the STAR case.

NOTE: At times when going into the ##RTN# screen the MDN number might remain listed as “NULL”. If this occurs, back out of the screen, re-enter the ##RTN# screen and it will populate the MDN number.



Fig. 4 MDN Number

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7. Create a Star case and give the Star agent the MEID and MDN numbers. The Star agent will then supply the dealer with a MSL code.
 8. If the vehicle has been turned off, put the radio back into dealer mode.

9. Then select ##Menu Basic and ##RTN#, scroll to the bottom of the menu and select RTN,



Fig. 5 RTN number

-
10. Enter the MSL code and press OK.



Fig. 6 Enter MSL Code

-
11. The next screen will display “Clear all Settings?” press Yes.
 12. At this point the radio will attempt to connect with the Uconnect App website.

NOTE: If a “Fail” message is displayed, enter the MSL number again, press OK and repeat steps 11, 12, 13.

13. After "Success" appears, close window and allow the Digital Rights Management (DRM) service to finish. This may take up to 30 minutes.

To help reduce completion time, follow the steps listed below:

- Remove the vehicle from the shop.
- Move the vehicle to an area with good/strong cellular service.
- If the process has not been completed after 15 minutes, turn off the vehicle, open and close the drive door and let all modules go to sleep.
- Turn the ignition on, this will force the files to download.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|----------------------------|---|---------------------------------|---------------|
| 08-20-33-90 | Radio, Obtain and Enter MSL Number (0 - Introduction) | 6 - Electrical and Body Systems | 0.5 Hrs. |

FAILURE CODE:

| | |
|----|----------------|
| ZZ | Service Action |
|----|----------------|