

Uconnect 8.4AN & 8.4A

Update Instructions



4/23/2013

Dear Valued Customer:

The Uconnect Team has released the following software update for certain **2013 Ram Trucks** equipped with a Uconnect 8.4AN or a Uconnect 8.4A system. The update has been developed in response to customer feedback and is designed to enrich the Uconnect owner experience and ensure the system functions properly. After completing the update, you may notice:

- Improvements to touch screen precision
- Enhanced navigation destination entry
- Increased ease of use

Chrysler group is pleased to bring you this update as a sign of our continued commitment to customer satisfaction and product excellence.

This software update does not include the Uconnect Access via Mobile Internet Radio services. Chrysler Group will announce the availability of Uconnect Access via Mobile at a later date.

For your convenience, you can choose to either perform the update yourself or take your truck to your preferred Dealer to have the update completed by a service technician, free of charge. If you choose to bring your vehicle into a dealer to have update preformed, simply reference the Uconnect 8.4A or 8.4AN software update when scheduling your appointment.

If you choose to complete the update yourself, step-by-steps instructions are contained in this document. A high-level overview of the process, and what to expect, is included below:

1. Before getting started, you first must determine if your Uconnect system is capable of being updated without visiting your dealer. Follow the step-by-step instructions provided on page 3.
2. Next, you should verify that the Uconnect software level in your truck is lower than 13.15.4. If so, this update has been designed for you. Instructions to verify the Uconnect software level in your truck are provided on pages 4-5.
3. Please allow approximately an hour to complete the update process outlined on pages 6-12:

Should you encounter any issues with your update, please contact the Uconnect customer care center at 1-877-855-8400, and press # to reach a customer support technical specialist.



ATTENTION: BEFORE YOU BEGIN, YOU MUST PERFORM THE FOLLOWING SEVEN STEPS TO DETERMINE IF YOU CAN PROCEED WITH THIS UPDATE, OR IF DEALER ASSISTANCE IS REQUIRED.

Step 1: Enter vehicle and close all doors

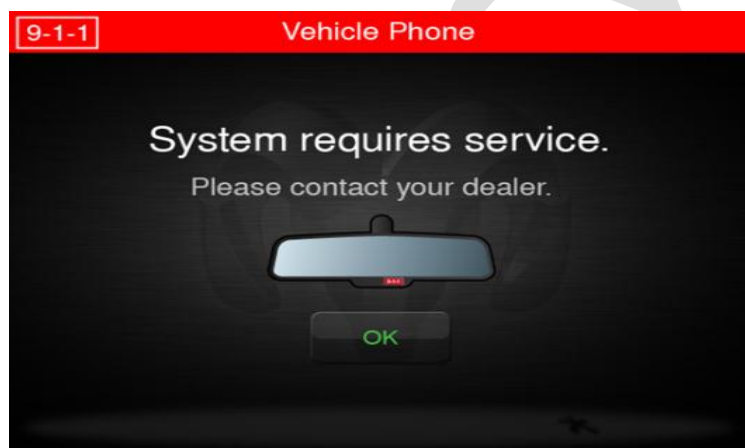
Step 2: Make sure vehicle ignition is turned off and keys are removed from ignition. (Key Fob can be in the car, as long as the ignition is off.)

Step 3: Open and close the driver door only. Make sure to leave ignition off, do not press the brake, and do not reopen any doors.

Step 4: Next open the center console to view the remote USB port. Wait for the halo light around the remote USB port to turn off. Once the light has turned off, the vehicle is completely powered down. (This should take 1 to 3 minutes.)



Step 5: Start engine then watch the 8.4" screen for the following message and image, which appears briefly.



Step 6: If your Uconnect System displays the above screen, do not attempt the radio software update. Please visit your local dealer for the necessary Uconnect updates. Any customer attempts to update the Uconnect System software with the "System requires service" message will result in loss of Uconnect System function and potentially drain the vehicle battery.

Step 7: If the above message and image condition is not observed from steps 5 and 6 then proceed to the next section to begin the Uconnect System update process.

Uconnect System Update Process

STEP 1 - Verifying Current Software Level

This step is performed in the vehicle. The current software version level should be verified prior to downloading the software update file. Please follow the below process to verify your current software level:

- 1.1 Turn the Uconnect System on.
- 1.2 Press the “Apps” soft key on the lower right hand corner of the touch screen. Note for some vehicles this will be a “Settings” soft key. In this case it proceeds to step 1.5 if you have a “Settings” soft key.



- 1.3 Press the “Tools” soft key on the left side of the touch screen.



- 1.4 Press the “Settings” soft key in the middle of the touch screen.



STEP 1 - Verify Current Software Level (continued)

- 1.5 Scroll down by pressing the arrow on the lower right hand corner of the screen until 'System Information' is displayed.



- 1.6 Press "System Information" on the bottom of the screen.



- 1.7 The software version level will be displayed on the first line of the screen. Is your software version 13.15.4 or higher?
- Yes -> Your software is up to date. No further actions are required.
 - No -> There is a software update available for your Uconnect system. Please continue to the next step (Preparing the USB Flash Drive) prior to downloading the software update file



STEP 2 - Preparing the USB Flash Drive

This step of the process is performed on a computer with internet access. Things you will need before you begin:

- USB Flash Drive with a capacity of at least 1 GB
- The flash drive must not contain any files (including documents, music, or pictures) at the time it is used for the Uconnect update.
- Approximately 30 – 45 minutes.

2.1 Plug the flash drive into the computer and make sure it is active and ready to use. Take note of the name of the USB flash drive and the drive location.

2.2 Confirm that there are no files or folders on the USB Flash drive. This is done to ensure that there are no conflicting files that may interrupt the software update process.

2.3 Leave the USB Flash drive in the computer and proceed to next step.

2.4 Note if you have previously acquired the “SWDL.ISO” file required for this update then copy the “SWDL.ISO” file to the root directory of the prepared USB stick from above steps and proceed to step 3.9 Otherwise proceed to next step.

STEP 3 - Software Download

This step in the process is performed on a computer with internet access. The information in the pop up screens may look different on computer depending on your computer’s operating system but the overall process should be very similar.

3.1 Go to <https://rsur.extra.chrysler.com/rsur/Uconnect.do> and enter the last 8 characters of your vehicle identification number (VIN).

3.2 Click on the download software button. (Mac users skip to step 3.7)

Windows Users - Upon receiving the pop-up window click “Run” (Not SAVE) (Note: If you are using a pop-up blocker, you may have to temporarily allow pop-up windows.)

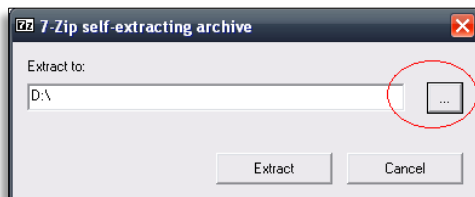


STEP 3 - Software Download (continued)

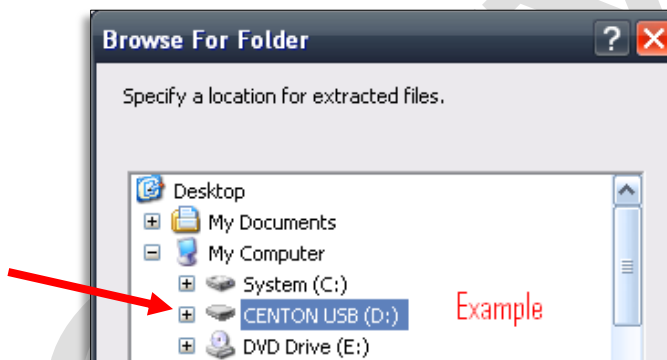
3.3 After the file is downloaded, click “Run” again. (Note: Depending on security settings, you may have to accept the security warning.)



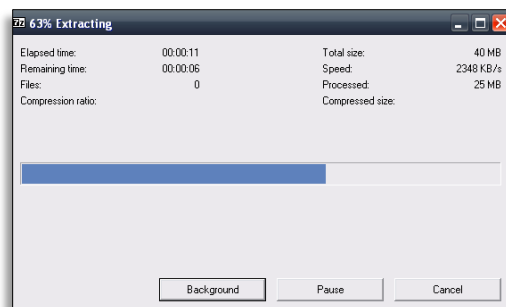
3.4 Next click on the “...” or “Browse” button to select the location of the USB drive.



3.5 Select the location of the USB drive that was recorded in step 2.1 and click “OK.”

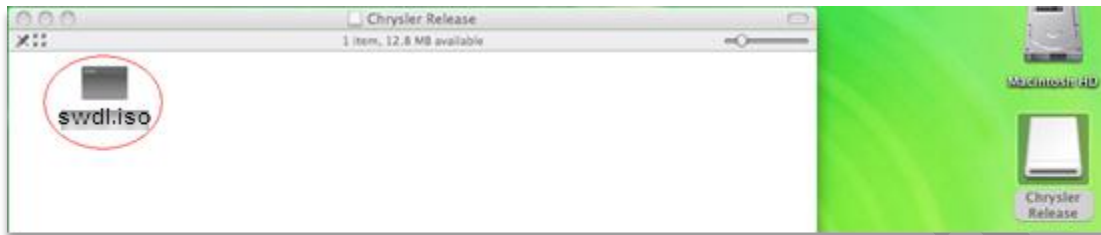


3.6 Now click “Extract”.

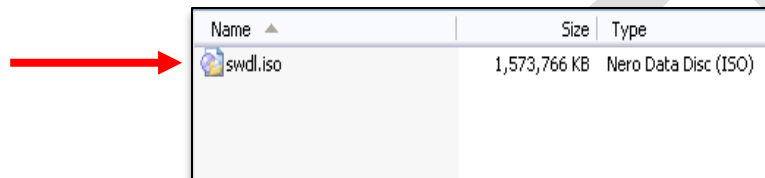


STEP 3 - Software Download (continued)

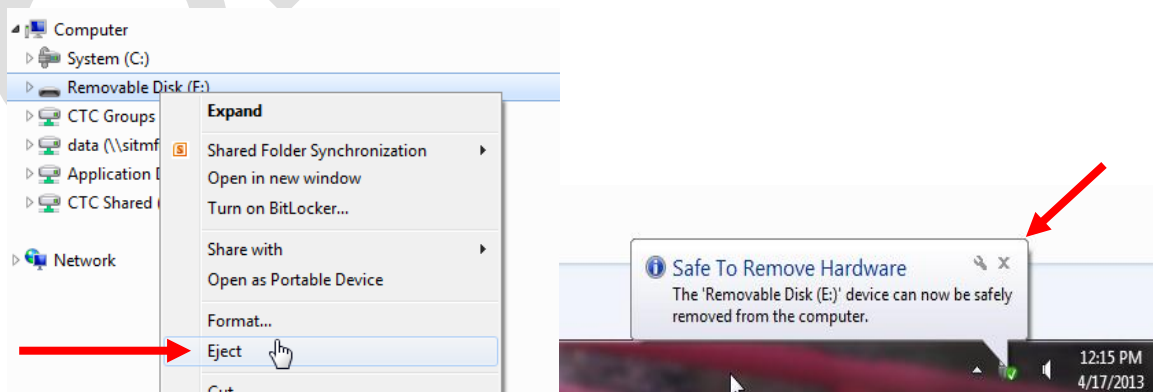
- 3.7 **Mac Users** - download the Mac version of the file (.zip), open it, and copy the update file (swdl.iso) to the flash drive. The size of the file that gets moved to the flash drive should be around 500MB.



- 3.8 Upon completion, the file will have been extracted to the flash drive. You can verify these actions if you like, by viewing the contents of the flash drive. The file name must be swdl.iso, if it is showing any other file name or extension; the file was not extracted properly. When prompted in steps 3.1 & 3.2 you must click "RUN" and not "SAVE."



- 3.9 After the "SWDL.ISO" file has been copied on the USB flash drive please use the "Safely Remove Hardware" processes and wait for confirmation before removing the USB flash drive from the computer. You can safely remove your USB device by right clicking on the USB device to be removed and then click Eject to remove. Once you receive the "Safe to Remove Hardware" pop-up the device can be removed and you can proceed to the next set of instructions to update the Uconnect System.



STEP 4 - Uconnect System Update Process

This step of the process is performed in your vehicle.

- 4.1 For non-keyless-go vehicles, turn the ignition to the RUN position, but DO NOT START the engine. For vehicles equipped with the keyless go system, press the Start/Stop button twice with your foot off of the brake pedal

Figure 1 – START/STOP Button



- 4.2 The “RUN” light on the Start/Stop button should be illuminated and the engine should not be running (figure 1).
- 4.3 Please remove all devices (SD/USB/AUX) from the media hub.
- 4.4 Insert the USB flash drive that was prepared in step 3 into the USB port in the media hub in the center console (figure 2).

Figure 2 Remote USB Port



STEP 4 - Uconnect System Update Process (continued)

4.5 The Uconnect System will now display the current software version installed on your system and the new software that is loaded onto the USB flash drive (figure 3). Please verify if the version identified on the left (your current software version) is at 13.15.4 or higher?

- a. YES -> Your software is up to date. Press the “No” button and remove the USB flash drive. No further action is required.
- b. No -> The software update applies. Press the “Yes” button and proceed to step 4.6.



Figure 3 – Software Update Prompt

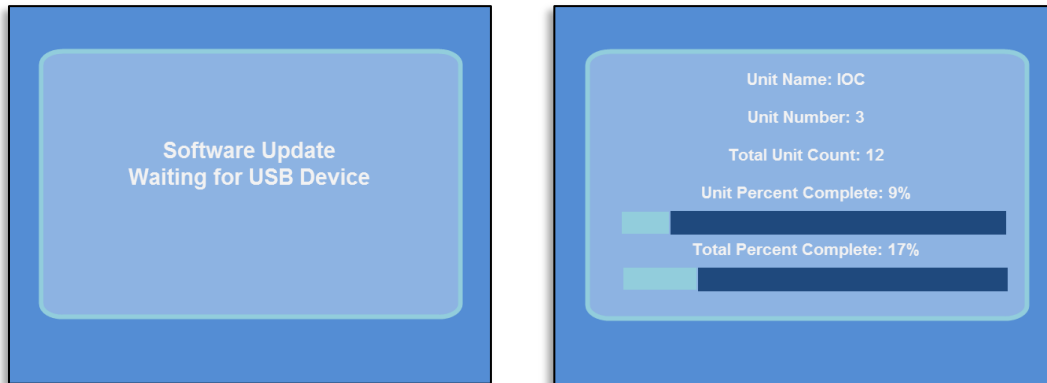
4.6 After pressing “Yes” the Uconnect System screen will display the message in figure 4 and then go blank for a few seconds. The update process will automatically continue after approximately 1 minute without any further input.



Figure 4 – Reset Message

STEP 4 - Uconnect System Update Process (continued)

- 4.7 There will be numerous different screens displayed throughout the update process. The approximate total percentage complete will show on the bottom of the screen.



NOTE: Do not turn off the ignition, start the vehicle, or remove the USB flash drive until the flash process has successfully completed. The radio may become inoperative if the update is interrupted.

- 4.8 When the update has successfully completed, the Uconnect System will reset and re-read the contents on the USB flash drive. This may take a couple minutes. **Do not remove the USB flash drive yet.** Once flash is complete the below screen will show up.

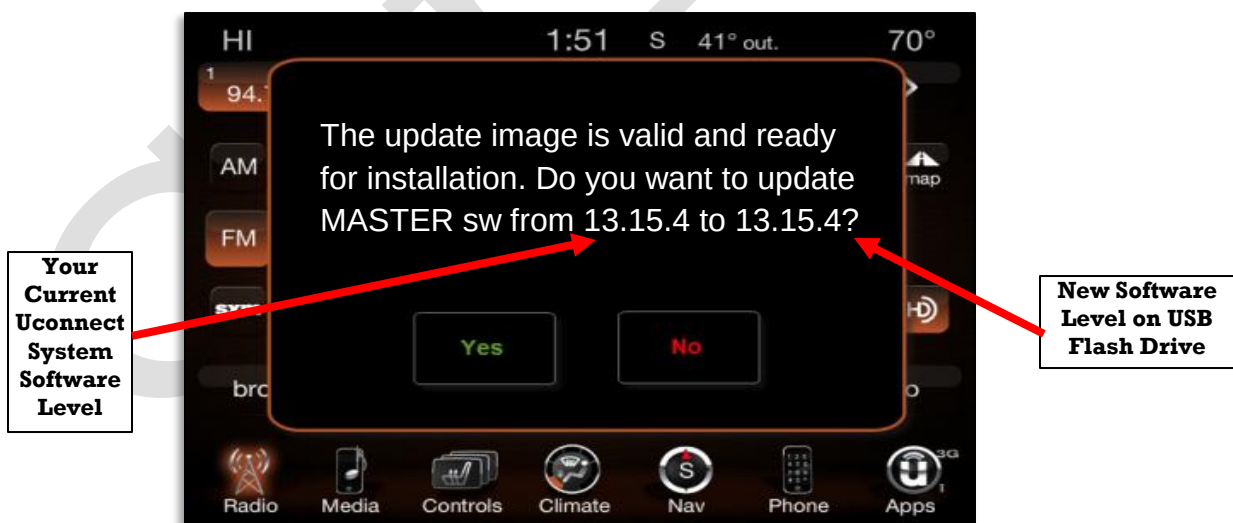


Figure 5 – Software Update Prompt

STEP 4 - Uconnect System Update Process (continued)

4.1 Pay close attention to the software version numbers. Are the current and new software versions the same? The same as shown in figure 6.

If software version numbers are the same - Press “No” and proceed to step 4.10.

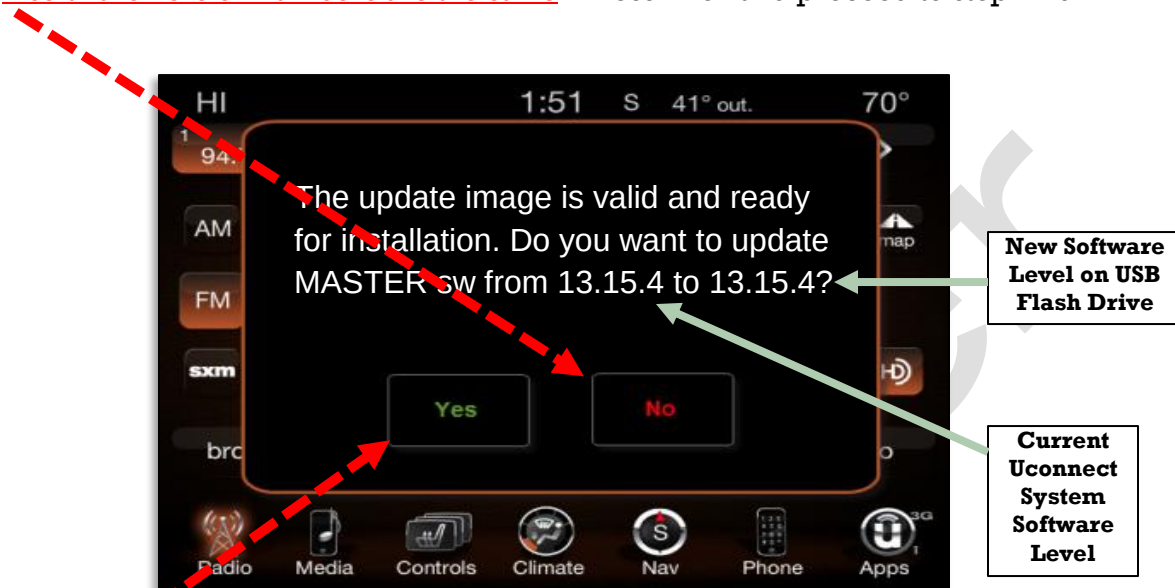


Figure 6 – Software version Check

If software version numbers are different - Press “Yes” and start the process over at step 4.5. If you run into this problem multiple times please refer to the troubleshooting section.

NOTE: If you accidentally hit “Yes” on this step you have to let the update go through the entire process again before removing the USB flash drive.

4.2 It is now safe to remove the USB flash drive.

4.3 Turn the ignition off.

4.4 Open and Close the Driver’s door.

4.5 Wait for the halo light around the remote USB port to turn off. Once the light has turned off the vehicle is completely powered down. You can now exit the vehicle process is complete.

4.6 CONGRATULATIONS you have successfully updated your Uconnect software. Please check the website occasionally for any future potential updates.

Troubleshooting

If at any time you experience difficulties during this update process you may bring your vehicle to your local dealer or contact the Uconnect Customer Care hotline at 1-877-855-8400.

If you see the below screen, the software update has failed and needs to be reloaded. Please read the following tips:

- Use a different USB flash drive.
- Download the software from the website again.
- Ensure that the only file on the USB flash drive is swdl.iso.

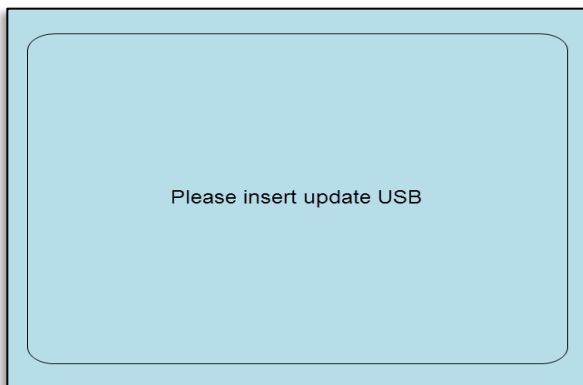


Figure 7 – USB Screen

If you see the below screen the software upgrade has failed and needs to be reloaded. Please read the following tips:



Figure 8 – Upgrade Failure Screen

- Remove the USB as instructed, allow the radio to reboot.
- The radio will reset and show the message "Please Insert update USB".
- Insert USB again.
- The software upgrade should take about 30secs to start when asked if you want to update the radio hit **YES**.
- Upgrade should install and complete successfully this time around.