SERVICE BULLETIN

This bulletin supersedes Service Bulletin 08-013-19, dated February 15, 2019, which should be removed from your files. All revisions are highlighted with **asterisks** and include new ETM software, build date, additional MY, repair steps and LOPs.

This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 17-052. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

SUBJECT:
RAN RAP RAJ RAG and RSD Radio Software Enhancements

OVERVIEW:
This bulletin involves reprogramming the radio with software level **MV-002.010.041.**

NOTE: The customer should be informed that after the reprogram, the radio will need to have the phones paired to the Entertainment Telematics Module (ETM). The operative details for pairing telephones and settings are shown in the Owner Handbook of the infotainment module.

MODELS:

2017 - **2018**	(GA)	Alfa Romeo Giulia

NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

NOTE: This bulletin applies to vehicles built on or before **December 05, 2017 (MDH 1205XX)** equipped with one of the following radios:

- **AM/FM/HD Bluetooth W/Nav 8.8 Radio (Sales Code RAN).**
- **AM/FM/HD W/Bluetooth 8.8 Radio (Sales Code RAP).**
- **W/WO Sirius XM Satellite Radio (Sales Code RSD).**
- **AM/FM/HD Bluetooth W/Nav 6.5 Radio (Sales Code RAJ).**
- **NAFTA/EMEA Standard Radio (6.5'') (Sales Code RAG).**

SYMPTOM/CONDITION:

Some customers may experience one or more of the following:

- **Voice commands not recognized, especially in SiriusXM®.
- Can't select certain character in navigation, character grayed out.**
- Tweeter noise during audio streaming.
- Ipod Nano® not recognized.
- Voice recognition does not work when setting an address in Spanish.
- Navigation takes too long to recover after losing satellite signal.
- Certain Android® phones have reduced Bluetooth® functionality.
- Display is stuck on black screen.
- Display frozen on Alfa Romeo logo.
- Radio intermittently reboots.
- Oil level displayed on the ETM is incorrect.
- Auto-play does not maintain "ON" status after the network goes to sleep.
- Park Assist Module (PAM) graphics stayed on screen even after dismissing via Rotary Pad.
- Loss of favorite contacts.
- Lane Departure menu option available in a vehicle without the lane departure warning option.

Some technicians may experience an error when they attempt to update the User Guide. The radio may prompt an error, "The update file has expired and cannot be installed" (Fig. 1) .

Fig. 1
Update File Error Prompt

In addition, the following improvements are included:

- **Stability improvements, to help prevent the radios from rebooting and freezing.
- Preset management improvements, for better usability.
- Additional phone compatibility improvements on phones not tested in the past.**
- Radio station preset bar updated to include seven presets and a shortcut to the rest of the presets.
- Radio menu updated to show frequency, station names, and favorite numbers.
- Remove kilohertz (KHz) and megahertz (MHz) and show frequency in figures.
- Show three alternative navigation routes, instead of just one.
- Reduce Point Of Interest (POI) categories and show address, phone number, and direction.
- Improve location input for navigation routing.
- The zoom feature on navigation map can be accessed without changing menus.

- When using navigation guidance, more details will be given on the next turn, exit number, street name, and complete address.
- Numbers are larger on the touch screen when dialing.
- Improved speech for navigation.
- Maps update.
- Update to Bluetooth® device compatibility.
- On Menu, the "Apps" icon will be changed to "Car" icon.
- Show phone info instead of phone repetition.
- Show navigation info instead of navigation repetition.
- Show audio info instead of audio repetition.
- Optional routes like Google® maps.
- When changing tracks, the album art does not change to match the current song/track.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (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 any of the symptom/condition listed above, perform the Inspection Procedure

INSPECTION PROCEDURE:

NOTE: If the ETM software version is **MV-002.009.053,** MV-002.009.055, MV-002.009.043, MV002.008.041 or **MV-002.009.059** only the ETM will have to be updated.

NOTE: If the radio has been replaced with an updated 2.5 radio, this software will not work. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the 2.5 radio software.

1. Check the ETM software version.
2. Start the vehicle and turn on the radio.
3. Press the "MENU" button that is next to the Rotary Pad, to activate the main menu.
4. Turn and press the Rotary Pad to select and activate "SETTINGS" mode.
5. Turn and press the Rotary Pad to access the "SYSTEM" function.
6. Turn and press the Rotary Pad to access the "SOFTWARE UPDATE" function.
7. Turn and press the Rotary Pad to access the "CURRENT SOFTWARE" function.
8. What is the ETM software version?
   - **MV-002.009.053,** MV-002.009.055, MV-002.009.043, MV002.008.041 or, **MV-002.009.059** only update the ETM. Proceed to Step 1 of the repair procedure.**
   - MV-001.011.020, update the ETM, Map (if equipped), and Owners Manual. Proceed to Step 1 of the Repair Procedure.
   - **MV-002.010.041.**, ETM has the latest available software. Normal diagnostic should be performed.**
   - MV072.001.002 or higher, this bulletin's 2.0 radio software will not work on a 2.5 radio. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the 2.5 radio software.

REPAIR PROCEDURE:

1. Have the USB(s) flash drives been created?
   - YES>>> Proceed to Step 5 of the Repair Procedure.
   - NO >>> Proceed to Step 2 of the Repair Procedure.

NOTE: If you can not download the software. Make sure you have proper security access. If not, have the Service Manager or Shop Foreman download the software update.

2. Go to DealerCONNECT> Service> UCONNECT Command Center> Uconnect> Dealer software downloads, to download the files.

3. If a security message appears "Do you want to view only the web page content that was delivered securely?" (Fig. 2) . Press "No" to continue.

Fig. 2
Security Warning Pop-up

NOTE: The software acquisition requires the deletion of all the files on the USB flash drive before copying the contents of the folder necessary for the update. Copy only the files contained in the folder onto the flash drives, NOT the folder itself.

4. To download the software files to USB flash drives, follow the on-screen instructions and perform the following:
   - Acquire four blank USB flash drives, two with at least 16GB for the Map software and two with at least 4GB for the ETM and User Manual software.
   - A blank USB flash drive will be needed for each software update (one for each software update). Additional updates can not be on the same USB flash drive.
   - Once the file is saved to the USB flash drive, it is recommended to label the USB flash drive with the bulletin number and ETM, 2D and 3D map, and User Manual.
   - The USB flash drives must be formatted as New Technology File System (NTFS) structure.

- Download the software update files to your local PC's desktop. Make sure to select the MAC" for 2D and 3D Navigation downloads only (Fig. 3) .

Fig. 3
Uconnect Update Portal

1 - Select the "MAC" for 2D and 3D Navigation only

5. Check that there is nothing inserted (USB flash drive or other devices) in the vehicle's USB ports. If there is, they must be removed before starting the update procedure.

NOTE: Start the engine and leave it running in a secure ventilated location for the duration of the update.

6. Turn on the radio with a long press of the volume control knob if it does not turn on automatically.

NOTE: The technician should record and reprogram the radio presets and user settings that may be reset with the radio update.

7. Press the "MENU" button to activate the main menu.
8. Turn and press the Rotary Pad to select and activate "SETTINGS" mode.
9. Turn and press the Rotary Pad to access the "SYSTEM" function.
10. Turn and press the Rotary Pad to access the "SOFTWARE UPDATE" function.
11. Insert the USB flash drive with the ETM update software into either USB port.
12. Turn and press the Rotary Pad to select "OK", to start the update.

   NOTE: Once started, the procedure does not require any intervention by the operator.

CAUTION! DO NOT remove the USB flash drive. DO NOT turn off the ignition, leave the engine running.

13. When the software update procedure has completed, remove the USB flash drive. The radio will reboot and restart.

14. **Was the software version at **MV-002.009.053,** MV-002.009.055, MV-002.009.043, MV002.008.041 or **MV-002.009.059** before starting the ETM update?**

- YES>>> This bulletin has been completed.
- NO >>> Proceed to Step 1 of Instructions for Additional Reprogramming.

INSTRUCTIONS FOR ADDITIONAL REPROGRAMMING

After performing the ETM software update, perform the following in order:

1. Turn the radio off.
2. Turn the vehicle off.
3. Remove the microPOD II, if it is still connected to the vehicle and shut all doors.
4. Lock the vehicle using the FOBIK.
5. Wait for 20 minutes.

NOTE: At this point remove the Frequency Operated Button with Integrated Key (FOBIK) out of range of the vehicle or remove the batteries from the FOBIK.

6. Open the vehicle.
7. Turn the vehicle on.
8. Turn the radio on.
9. Using the Rotary Pad, check if both "SOFTWARE UPDATE″ and ″USER MANUAL UPDATE″ can be selected and are not dark gray.
10. Can "SOFTWARE UPDATE″ and ″USER MANUAL UPDATE″ be selected?

- YES>>> Proceed to Step 14.
- NO >>> Repeat the previous Step 1 through 7, one more time.

11. If steps 1 through 7 have been performed two times, and it is still not possible to select ″SOFTWARE UPDATE″ and ″USER MANUAL", proceed to Step 12.

NOTE: If "SOFTWARE UPDATE" and "USER MANUAL" cannot be selected using the Rotary Pad after resetting the radio back to factory settings, Do Not proceed to the next step. Something is preventing the vehicle from going to sleep. Make sure ALL FOBIKs are removed from the vehicle and the batteries are removed from the FOBIK. Make sure the microPOD II has been disconnect and all doors are closed.

12. Restore the radio back to factory settings by following the steps listed below:

- Turn and press the Rotary Pad to select and activate "SETTINGS" mode.
- Turn and press the Rotary Pad to access the "SYSTEM" function.
- Turn and press the Rotary Pad to access the "Reset Setting" function.
- Turn and press the Rotary pad, select "OK".

13. Perform Step 1 through 7 again.
14. Using wiTECH 2, perform a vehicle restore configuration.

NOTE: Step #14 is required to solve a possible menu option availability for vehicles that are not equipped with Lane Departure Warning.

USER MANUAL UPDATE

1. Start the engine and leave it running - (safely) - for the duration of the update.
2. Turn on the radio with a long press of the "ON/OFF" control, if it does not turn on automatically.
3. Press the "MENU" button to activate the main menu.
4. Turn and press the Rotary Pad to select and activate "SETTINGS" mode.
5. Turn and press the Rotary Pad to access the "SYSTEM" function.
6. Turn and press the Rotary Pad to access the "USER MANUAL UPDATE" function.
7. Insert the USB flash drive with the User Manual updates in the port below the center console armrest, (Fig. 4) .
8. Turn and press the Rotary Pad to select "OK", to start the update.

MAP UPDATES

CAUTION! The map update procedure must only be performed after updating the ETM software.

The map updates will apply only to vehicles with one of the following navigation options:

- NAFTA High applies to version with 3D maps (RAN Sales Code).
- NAFTA Mid applies to version with 2D maps (RAJ Sales Code).

1. Turn and press the Rotary Pad to access "SETTINGS"> "TIME AND DATE"> "GPS SYNCHRONIZATION"> "OFF" to disable the GPS clock synchronization.
2. Turn and press the Rotary Pad to access "SETTINGS"> "TIME AND DATE"> "TIME SETTING" and manually set the time.
3. Turn and press the Rotary Pad to access "SETTINGS"> "TIME AND DATE"> "DATE SETTING" and manually set the date.
4. Start the vehicle and leave it running - (safely) - for the duration of the update.
5. Turn on the radio with a long press of the "ON/OFF" control, if it does not turn on automatically.
6. Press the MENU button to activate the main menu.
7. Turn and press the Rotary Pad to select and activate "SETTINGS" mode.
8. Turn and press the Rotary Pad to access the "SYSTEM" function.
9. Turn and press the Rotary Pad to access the "SOFTWARE UPDATE" function.

10. Insert the USB flash drive with the Map updates in the port below the center console armrest, (Fig. 4) .

Fig. 4
Location of the USB Port

1 - USB Port

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11. Turn and press the Rotary Pad to select "OK", to start the update.

NOTE: Once started, the procedure does not require any intervention by the operator.

12. When the map update procedure has completed, a confirmation message will be shown on the display.

13. Remove the USB flash drive.

14. Turn and press the Rotary Pad to access "SETTINGS"> "TIME AND DATE"> "GPS SYNCHRONIZATIONS" to enable GPS clock synchronization.

NOTE: The customer should be informed that after the reprogram, the radio will need to have the phones paired to the ETM. The operative details for pairing telephones and settings are shown in the Owner Handbook of the infotainment module.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
**18-60-02-W4	Check Software Level, Perform Software Update Entertainment Telematics Module (ETM) (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-W5	Check Software Level, Perform Software Update Entertainment Telematics Module (ETM), Power Down Modules, Update User Manual, and Restore Vehicle Configuration (0 - Introduction)	6 - Electrical and Body Systems	0.9 Hrs.
18-60-02-W6	Check Software Level, Perform Software Update Entertainment Telematics Module (ETM), Power Down Modules, Update User Manual, Update 2D Maps, and Restore Vehicle Configuration (0 - Introduction)	6 - Electrical and Body Systems	1.6 Hrs.
18-60-02-W7	Check Software Level, Perform Software Update Entertainment Telematics Module (ETM), Power Down Modules, Update User Manual, Update 3D Maps, and Restore Vehicle Configuration (0 - Introduction)	6 - Electrical and Body Systems	1.8 Hrs.
18-60-02-W8	Radio, Software - Create USB Jump Drive for Entertainment Telematics Module (ETM) using Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.**
18-60-02-MD	Radio, Software - Create USB Jump Drive for 2D Maps using Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-ME	Radio, Software - Create USB Jump Drive for 3D Maps using Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-QZ	Radio, Software - Create USB Jump Drive for User Manual Utilizing Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

NOTE: The "One Time Only" LOPS are used one time per dealer when downloading the software onto a USB flash drive. The technician can only use the download LOP one time for each of the radios listed.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 50 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

The dealer must use failure code CC with this Service Bulletin.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Service Bulletin flash/reprogramming conditions.

CC	Customer Concern