



**NUMBER:** R08 FSAR-NSB-7916

**GROUP:** 08 - Electrical

**DATE:** Approval Pending

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 18-0xx. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN's HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.**

**THE wiTECH microPOD II SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.**

***SUBJECT:***

Enable Android Auto and Apple CarPlay

***OVERVIEW:***

This bulletin involves reprogramming the radio's software, replacing the media hub, and adding sales codes to enable Android Auto and Apple CarPlay

**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:***

2018 (GA) Alfa Romeo Giulia

**NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA.**

**NOTE: This bulletin applies to vehicles built on or before December 07, 2017 (MDH 1207XX) 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:***

The customer is requesting to have Google Android Auto® / Apple CarPlay® enabled.

**DIAGNOSIS:**

If a customer’s VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition listed above, perform the Diagnostic steps below.

**NOTE: Check if the vehicle already has this option enabled. Go in to VIP and check if this vehicle has Sales Codes RFP Apple CarPlay and RF5 Google Android Auto.**

1. Does the vehicle already have Sales Code RFP and RF5?
  - YES>>> The bulletin has been completed. Use inspection LOP (xx-xx-xx-xx) to close the active RRT.
  - NO>>> Proceed to Step 1 of the Repair Procedure.

**PARTS REQUIRED:**

Qty.	Part No.	Description
1	6QW48TRMAA	Media Hub

**REPAIR PROCEDURE:**

1. Replace the Media Hub in the center console. Refer to the detailed service procedures available in DealerCONNECT> TechCONNECT under: 08 - Electrical/8A - Audio/Video/Entertainment/Connectivity/Media Hub/Removal and Installation. See (Fig. 1) for the location of the Media Hub.



**Fig. 1**  
**Location of the Media Hub**

1 - Media Hub

2. Check the ETM software version.
3. Start the vehicle and turn on the radio.
4. Press the “MENU” button that is next to the Rotary Pad, to activate the main menu.
5. Turn and press the Rotary Pad to select and activate “SETTINGS” mode.
6. Turn and press the Rotary Pad to access the “SYSTEM” function.
7. Turn and press the Rotary Pad to access the “SOFTWARE UPDATE” function.
8. Turn and press the Rotary Pad to access the “CURRENT SOFTWARE” function.

9. Is the ETM software version, 056.000.007 or higher?
  - YES>>> ETM software is up to date. Proceed to Step 24
  - NO>>> ETM software needs to be updated. Proceed to Step 10
10. Update the software for the ETM.
11. Have the USB flash drive been created?
  - YES>>> Proceed to Step 16 of the Repair Procedure.
  - NO >>> Proceed to Step 12.

**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.**

12. Go to DealerCONNECT> Service> UCONNECT Command Center> Uconnect> Dealer software downloads, to download the files.
13. 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.**

14. To download the software files to USB flash drives, follow the on-screen instructions and perform the following:
  - A blank USB flash drive will be needed 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.
  - 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.
15. 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.**

16. Turn on the radio with a long press of the ON/OFF control 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.**

17. Press the "MENU" button to activate the main menu.

18. Turn and press the Rotary Pad to select and activate "SETTINGS" mode.

19. Turn and press the Rotary Pad to access the "SYSTEM" function.

20. Turn and press the Rotary Pad to access the "SOFTWARE UPDATE" function.

21. Insert the USB flash drive with the ETM update software into either USB port.

22. 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.**

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

24. Add Sales Codes RFP and RF5. This can be found in DealerCONNET>Service>Warranty Administration>Vehicle Option Updates.

25. Using wiTECH, restore configuration and align proxy. This routine is available under the "Diagnostic Procedures" tab found on the home, "Vehicle View", page of wiTECH.

26. Using wiTECH, clear any Diagnostic Trouble Codes (DTCs) that may have been set, performing this repair procedure.

27. Using wiTECH, perform routine "CarPlay-Option Offline Activation". This can be found in the ETM Misc-Functions tab.

**NOTE: Make sure to use the manufacture USB cables when testing the feature. Some universal USB cable may cause the feature not to operate properly.**

28. Use a compatible phone to test if the new feature operates properly.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-60-02-xx	Check Software Level and Install Media Hub (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.x Hrs.
18-60-02-xx	Inspect - Vehicle Sales Codes (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-xx	Check Software Level, Perform Software Update Entertainment Telematics Module (ETM), Install Media Hub (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.x Hrs.
18-60-02-xx	Radio, Software - Create USB Jump Drive for User Manual Utilizing Uconnect Website (One Time Only) (1 - Semi-Skilled)	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 xx minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

**FAILURE CODE:**

ZZ	Service Action
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