Alfa Romeo Service and Care

Apple CarPlay and Android Auto Installation for 18MY Giulia

Attention: All Alfa Romeo Dealers, General, Business and Service Managers
From: Alfa Romeo Service and Care Team

Effective Immediately, Alfa Romeo Service and Care (ARSC) is pleased to offer Apple CarPlay and Android Auto Installation for the 2018 Alfa Romeo Giulia.



The Apple CarPlay/Android Auto installation have been revised for the 2018 MY Alfa Romeo Giulia's that were not equipped with the available CarPlay/Android Auto features. This installation is for any unit that was built before 12/11/2017 and does not have the options RFP (Apple CarPlay) and RF5 (Google Android Auto). Installation will allow the vehicle to experience the features and benefits of either app platform.

Contract and installation process is defined as follows:

- Sell the customer the appropriate Apple or Android option code (CarPlay1) located in DealerCONNECT>Service Contracts>Dealer Sales>Build Contracts>Product Line Service Dept. ($200 MSRP)
- NVDR the vehicle at time of delivery and place the contract on file. This will update the vehicle's sales codes in order to reconfigure. Please review the detailed instructions contained within this bulletin for installation instructions. Please note: Once the CarPlay contract is placed on file, the sales codes (RFP and RF5) will automatically be added to the vehicle.
- Installation of USB Hub **Service PN 68437454AA** to be completed per the attached procedure. Note, only indicated service part number should be used and claim for this procedure.
- Once the appropriate option has been purchased, a technician performs the installation reconfiguration using wiTech (see attached details for installation).
- After the configuration has been updated and verified, a claim is to be submitted for parts and labor reimbursement. Labor Operation number 26-60-24-CP for 0.8 hours is to be used to claim.

Should you have any questions, please contact your MVP Income Development Specialist for a personalized in-store consultation.

Good Selling,

Alfa Romeo Service and Care Product Team

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 11, 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.

PARTS REQUIRED:

1. The MVP contract needs to be placed on file (CARPLAY1). The Sales Codes will automatically add upon contract enrollment. Please enroll the contract prior to performing the procedure below.

Qty.	Part No.	Description
1	68437454AA	Media Hub

INSTALLATION 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.

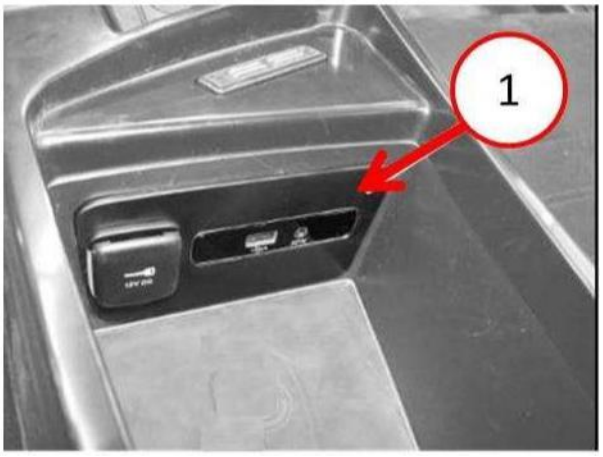

Fig. 1
Location of the Media Hub

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 Popup

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 onscreen 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. 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.
25. Using wiTECH, clear any Diagnostic Trouble Codes (DTCs) that may have been set, performing this repair procedure.
26. Using wiTECH, perform routine "CarPlayOption 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.

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