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GROUP: 08 - Electrical

DATE: February 2, 2018

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-019-17 REV. B, DATED NOVEMBER 09, 2017, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE ADDITIONAL SYMPTOM/CONDITIONS FOR RJ3 AND RJ4 RADIOS, NEW SOFTWARE, ADDED STEP IN REPAIR PROCEDURE, AND LOPS**

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

SUBJECT:

RG3 RG4 RJ3 RJ4 Radio Enhancements

OVERVIEW:

This bulletin involves inspecting and if required, updating the radio software.

MODELS:

2015	(W2)	Jeep Grand Cherokee (CKD Only)
2015	(W3)	Jeep Grand Cherokee (Egypt CKD Only)
2015	(WK)	Jeep Grand Cherokee
2015	(KL)	Jeep Cherokee
2015	(LA)	Dodge Challenger
2015	(LX)	Chrysler 300
2015	(LD)	Dodge Charger
2015	(ZD)	Dodge Viper
2015	(WD)	Dodge Durango
2015	(DS)	RAM 1500 Pickup
2015	(DJ)	RAM 2500 Pickup
2015	(D2)	RAM 3500 Pickup
2015	(DX)	RAM Truck (Mexico)

NOTE: This bulletin applies to vehicles within the following markets/countries: LATAM, APAC, EMEA/(Middle East) and NAFTA (Mexico Only).

NOTE: This bulletin applies to vehicles equipped with one of the following radios:

- Uconnect 8.4 AM/FM/DAB/BT/VOICE (Sales Code RG3).
- Uconnect 8.4AN AM/FM/DAB/BT/NAV/VOICE (Sales Code RG4).
- Uconnect 8.4 AM/FM/BT (Sales Code RJ3).
- Uconnect 8.4N AM/FM/BT/NAV (Sales Code RJ4).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- ****The HVAC temperature is out of sync with the radio display (RJ3, RJ4, KL with RG3 or RG4).**
- Navigation incorrectly pronouncing some words and commands during routes (RJ3 and RJ4 only).
- Screen/display freezing while in navigation (RJ3 and RJ4 only).
- Slow synchronization with phone to voice recognition function (RJ3 and RJ4 only).
- Text messaging feature not working through radio (RJ3 and RJ4 only).
- Radio slow to clear waypoints in navigation function (RJ3 and RJ4 only).
- Ring tone low when receiving phone calls through the radio (RJ3 and RJ4 only).
- Unable to control volume from iPhone/iPod® when connected through USB (RJ3 and RJ4 only).**
- Navigation failed message is displayed (WK and KL with RG3 and RG4).
- The clock not automatically updating to local time (WK and KL with RG3 and RG4).
- Poor or no connection to cellular network (WK and KL with RG3 and RG4).
- Some Uconnect App remote commands do not execute with the vehicle.
- Display goes blank/black (WK and KL with RG3 and RG4).
- Cyrillic keyboard is missing in phone book (WK and KL with RG3 or RG4).
- Wrong speed limit on NAV speed camera indication (WK and KL with RG3 or RG4).
- Blind Spot module beep or chime sound may be heard continuously (KL Only).
- Radio may keep the CAN bus network awake, causing a battery drain.
- Voice Recognition (VR) to set temperature, will indicate wrong setting to rear seat temperature.
- Not possible to set temperature in degrees Celsius using the VR (UK vehicles only).
- Teleprompter does not appear when pressing the VR button.
- VR operation cancels while in media mode.
- Radio may display camera's previous image before displaying the current image.
- Navigation lost vehicle position during route calculation.
- Navigation displays are missing after vehicle heading changes.
- Navigation giving incorrect guidance to exit the highway.
- FM audio may switch to AM after ignition cycle.
- Text messages appear as sender's phone number, not their name.
- VR phone button may not work at times.
- Audio muted after AUX device is disconnected.
- VR "Listen" to text will only play first message.
- Drive Mode: Eco, Sport or Normal setting may not be saved after key cycle (LA, LD, LX and ZD Only).
- Drive Mode: Shift light On/Off, out of sync (LA, LD, LX and ZD Only).
- Speed adjusted volume may not work.
- AM/FM seek or tuner soft keys may be missing.
- Display screen shows ambient temperature as "- -" not normal values.

In addition, the following Improvements are included:

- German translation (WK and KL with RG3 or RG4).
- Bluetooth® Fixes for loading hands free message (WK and KL with RG3 or RG4).
- the user can pair iPhone® with Uconnect via Bluetooth and talk to Siri® through Uconnect.
- Spanish translation.
- Radio station, scroll feature.
- Drive Mode: Launch control button, text improvements (LA, LD, LX and ZD Only).
- Displays correct media, song titles and tracks.
- Incoming calls, audio enhancements (LA, LD and LX Only).
- Audio for strong AM stations.

- VR performance.
- Settings can only be changed in RUN” mode, not “ACC”.
- Notify user when messaging features are not supported on certain phones/devices.
- Shows direction and distance for POI when using VR.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, 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 the symptom/condition listed above, perform the Repair Procedure.

REPAIR PROCEDURE:

NOTE: This software update is only compatible with the 2015 model year vehicles listed.

NOTE: Two files will be loaded onto the USB flash drive (Fig. 1) .



Fig. 1
Two USB Files

1. Has a USB flash drive been created?
 - YES >>> Proceed to [Step 5](#).
 - NO >>> Proceed to [Step 2](#).
2. Go to DealerCONNECT> Service> Uconnect Information & Utilities> 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.

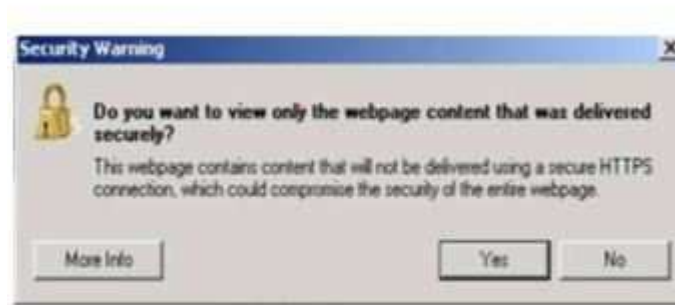


Fig. 2
Pop-up Security Message

NOTE: A blank USB flash drive must be used to download the software. Only one software update can be used on one USB flash drive.

NOTE: If the software cannot be downloaded, make sure you have proper security access. If not, have the Service Manager or Shop Foreman download the software update.

4. To download the software files to a USB flash drive, follow the on screen instructions and perform the following:
 - Acquire a blank USB flash drive with at least 4 GB of space.
 - Download the software update file to your local PC's desktop.
 - Be sure to extract the file before copying it to the blank USB flash drive.
 - A blank USB flash drive will be needed, one for each radio 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 you physically label the USB flash drive with the bulletin number and proper radio sales codes.

NOTE: The engine should be running and radio powered on during the update.

NOTE: During the update process you will see multiple hourglass and “Please Insert Update USB” screens for extended periods of time (several minutes) (Fig. 3) or (Fig. 4) . DO NOT remove the USB flash drive at this time. Only remove the USB flash drive when the update has completed, when the screen displays the software levels again. The screen will say “Software updated successfully”.



Fig. 3
Hourglass Screen

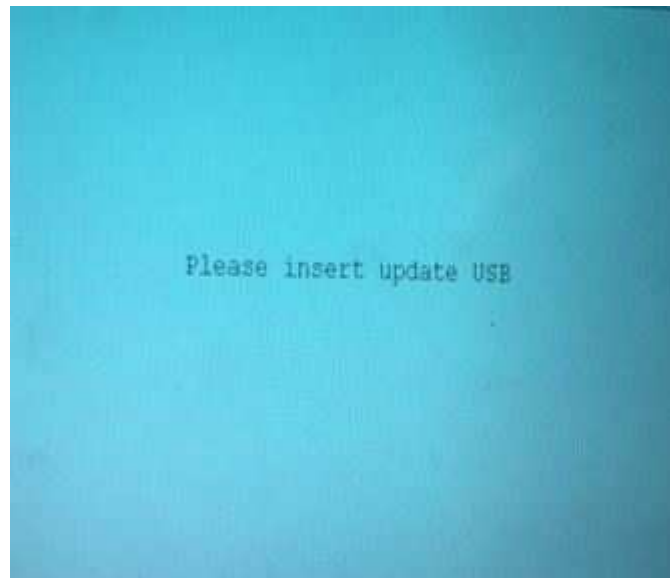


Fig. 4
Please Insert Update USB

5. Insert the correct USB flash drive, with new software, into USB port.
6. ****The next screen display will have the old and new software levels. The radios will be updated to software levels listed below.**
 - 17.09.07 - WK or KL with RG3 or RG4 radios.
 - 16.16.13 - LA, LD, LX, ZD, DS, DJ, D2, DX, W3, W2 or WD with RG3 or RG4 radios.
 - 17.09.01 - All vehicles with RJ3 or RJ4 radios.**
7. Is the radio software at or higher than what is listed in [Step 6](#).
 - YES>>> Radio software is up to date. Normal diagnostic should be performed.
 - NO >>> Proceed to [Step 8](#).
8. Press the soft key "Yes" to start the update.

NOTE: DO NOT cycle the ignition or touch the radio during the update process.

NOTE: If the software update process is interrupted, aborted or failed, the process should be restarted. See Star Online Cases if the radio failed to update, or is stuck in 'update mode' displaying "Insert Update USB" and if so, re-insert the USB.

9. The update may take up to 40 minutes to load. No other actions will be needed to initiate the update.

NOTE: During the update process, the screen on the radio will display an hourglass and blue screen that said "Please Insert Update USB" for approximately two to five minutes at a time (Fig. 3) and (Fig. 4) .

NOTE: DO NOT remove the USB at any point of the update process until the final software levels match.

10. After the update is done, the screen will display the software levels again and will prompt the technician to remove USB flash drive, see (Fig. 5) .

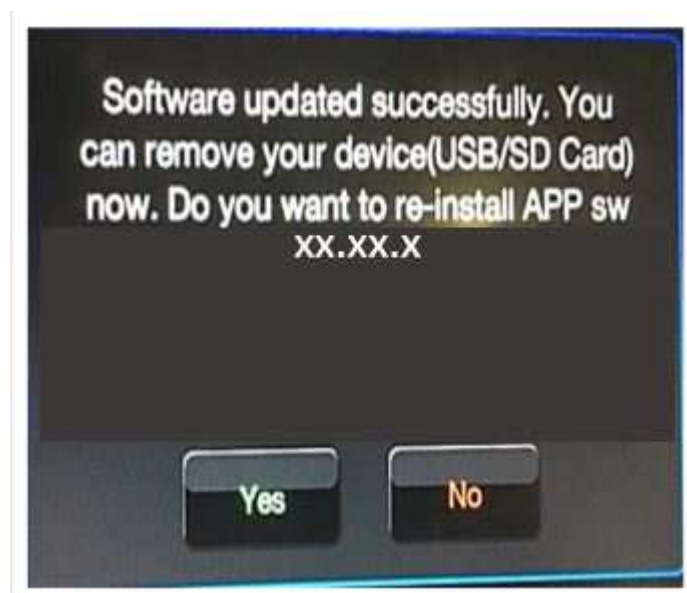


Fig. 5
Software Updated Successfully

11. Press "No" and turn the ignition off. Open and close the driver's door and let the Bus go to sleep.

NOTE: Make sure to leave ignition off, DO NOT press the brake and DO NOT reopen any doors so the modules will go to sleep.

12. Cycle the ignition on, then back off one more time. Open and close the driver's door and let the Bus go to sleep. This will complete the radio update.

13. Is the vehicle a KL, LA, LD, LX, WD or WK?

- YES >>> Proceed to [Step 14](#).
- NO >>> This bulletin has been completed.

14. Is the vehicle equipped with Blind Spot Monitor/Cross Path Detection (**Sales Code XAN**)?

- YES >>> Proceed to [Step 15](#).
- NO >>> This bulletin has been completed.

15. Go into the radio Settings menu and select Safety & Driving Assistance. Locate the Blind Spot Alert feature and verify the "Lights + Chimes" option is turned on.

16. This bulletin has been completed.

NOTE:Updating the radio's software may cause the radio to reset back to factory default setting. The customer should be advised that they may need to reset the personal settings, theme, color, presets, favorites and the phones may need to be paired again.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-QP	Radio, Check Software Level and, Perform Software Update LA/LD/LX/ZD/DS/DJ/D2/DX/W3/W2/WD/WK/KL With Sales Code RJ3/RJ4 (0 - Introduction)	6 - Electrical and Body Systems	1.2 Hrs
18-60-02-KD	Radio, Check Software Level and, Perform Software Update LA/LD/LX/ZD/DS/DJ/D2/DX/W3/W2/WD/ With Sales Code RG3/RG4 (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
18-60-02-MV	Radio, Check Software Level and, Perform Software Update (WK/KL w/ Sales Code RG3) (0 - Introduction)	6 - Electrical and Body Systems	1.1 Hrs
18-60-02-MW	Radio, Check Software Level and, Perform Software Update (WK/KL w/ Sales Code RG4) (0 - Introduction)	6 - Electrical and Body Systems	1.0 Hrs
18-60-02-GE	Radio, Software - Create USB flash drive, Uconnect Website (One Time Only) LA/LD/LX/ZD/DS/DJ/D2/DX/W3/W2/WD With Sales Code RG3/RG4 (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
18-60-02-QN	Radio, Software - Create USB flash drive, Uconnect Website (One Time Only) LA/LD/LX/ZD/DS/DJ/D2/DX/W3/W2/WD/WK/KL With Sales Code RJ4 (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs
18-60-02-QM	Radio, Software - Create USB flash drive, Uconnect Website (One Time Only) LA/LD/LX/ZD/DS/DJ/D2/DX/W3/W2/WD/WK/KL With Sales Code RJ3 (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs

18-60-02-MX	Radio, Software - Create USB flash drive, Uconnect Website (One Time Only) (WK/KL w/ Sales Code RG3) (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs
18-60-02-MY	Radio, Software - Create USB flash drive, Uconnect Website (One Time Only) (WK/KL w/ Sales Code RG4) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs

NOTE: The “One Time Only” LOP is used one time per dealer when downloading the software onto a USB flash drive. The dealer 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 60 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
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