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GROUP: Electrical

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-013. ALL APPLICABLE 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.

SUBJECT:

RG4 Radio Enhancement

OVERVIEW:

This bulletin involves reprogramming the RG4 radio with the latest available software.

MODELS:

2016 (WK) Jeep Grand Cherokee

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

NOTE: This bulletin applies to vehicles built on or after April 11, 2016 (MDH 0411XX) and equipped with a Uconnect 8.4AN AM/FM/DAB/BT/NAV/VOICE radio (Sales Code RG4).

SYMPTOM/CONDITION:

The customer may describe the following:

- The radio is missing the SRT Performance Pages application. The loading page appears on radio display but apps are not shown.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related systems are functioning as designed. If 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 a customer's VIN is listed in VIP or your RRT VIN list, perform the repair.

REPAIR PROCEDURE:

CAUTION: The wiTECH radio flash must be done prior to the USB update below. This wiTECH flash changes the radio part number. Failure to perform the flash first may result in the radio needing to be replaced.

1. Has the radio been flashed using the wiTECH?
 - a. YES >>> Proceed to [Step #2](#).
 - b. NO >>> Perform the wiTECH radio flash. Proceed to [Step #2](#) after the radio flash has been done.
2. Has a USB flash drive been created?
 - a. YES >>> Proceed to [Step #6](#).
 - b. NO >>> Proceed to [Step #3](#).
3. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.
4. If a security message appears "Do you want to view only the web page content that was delivered securely?" Press "NO" to continue.

NOTE: A blank USB flash drive must be used to download the software.

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

5. To download the software files to a USB flash drive, follow the on-screen instructions and perform the following:
 - a. Acquire a blank USB flash drive with at least 4 GB of space.
 - b. Download the software update file to your local PC's desktop.
 - c. Be sure to extract the file before copying it to the blank USB flash drive.
 - d. A blank USB flash drive will be needed one for each radio update, additional updates cannot be on the same USB flash drive.
 - e. Once the file is saved to the USB flash drive, it is recommended you label the USB flash drive with the bulletin number and proper radio sales code.
6. With the engine running and radio powered on, insert the correct USB flash drive with new software into USB port.
7. The next screen display will have the old and new software levels. The radio will be updated to 16.09.09.

NOTE: The radio may already be at software level 16.09.09 but you still need to install it again to get the Performance App to load with the new part number.

8. Is the radio at software level 16.09.09 or higher?
 - a. YES >>> Reinstall radio software 16.09.09. Proceed to [Step #9](#).
 - b. NO >>> The radio software needs to be updated. Proceed to [Step #9](#).

NOTE: If the radio software level is at or above the level on the USB flash drive, DO NOT perform this update.

9. Press the soft key "YES" to start the update.

NOTE: If the software update process is interrupted, aborted or failed, the process should be restarted.

NOTE: Do not cycle the ignition or touch the radio during the update process.

10. The update may take up to 28 minutes to load. No other actions will be needed to initiate the update.
11. After the update is done, the screen will display the software levels again.
12. Press “NO” and turn the vehicle off. Open and close the driver’s door and let the Bus go to sleep.

NOTE: Make sure to leave the ignition off, do not press the brake, and do not reopen any doors, to put the modules into sleep mode.

13. 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.
14. Remove the USB flash drive.
15. Power up the radio and confirm the following:
 - a. Navigation starts and the map is visible.
 - b. Go to Uconnect Apps and verify the Performance Page icon is present.
16. Start the SRT Performance Page to confirm it loads correctly (Fig. 1).



Fig. 1 SRT Performance Page

17. Did the SRT Performance Page load correctly?
 - a. YES >>> This bulletin has been completed.
 - b. NO >>> Perform the USB software update again starting at [Step #1](#).

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-LR	Inspect radio software, reprogram radio head using Witech 2.0, and update the software using USB jump drive (0 - Introduction)	6 - Electrical and Body Systems	0.8 Hrs.
18-60-02-LQ	Inspect Radio Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-LS	Create USB flash drive, Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

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

NOTE: The expected completion time for the flash download portion of this procedure is approximately 28 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

The dealer must choose which failure code to use. If the customer came in with an issue and if the dealer finds a software update to correct that issue, use failure code CC, for all other use failure code RF.

- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash