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GROUP: 08 - Electrical

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-014-17, DATED FEBRUARY 07, 2017 AND SERVICE BULLETIN 08-017-18, DATED FEBRUARY 03, 2018 WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE THE ADDITION OF W2, W3 AND ZD VEHICLE MODELS, UPDATED FAILURE CODE STATEMENT AND LOPs.**

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

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:

RJ3, RJ4, RG3 and RG4 Radio Enhancements

OVERVIEW:

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

MODELS:

**2016	(W2)	Jeep Grand Cherokee
2016	(W3)	Jeep Grand Cherokee
2016	(ZD)	Dodge Viper**
2016	(WK)	Jeep Grand Cherokee
2016	(KL)	Jeep Cherokee
2016	(LA)	Dodge Challenger
2016	(LX)	Chrysler 300
2016	(LD)	Dodge Charger
2016	(WD)	Dodge Durango
2016	(DS)	RAM 1500 Pickup
2016	(DJ)	RAM 2500 Pickup
2016	(D2)	RAM 3500 Pickup
2016	(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 radio (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.
- Navigation incorrectly pronouncing some words and commands during routes.
- Screen/display freezing while in navigation.
- Slow synchronization with phone to voice recognition function.
- Text messaging feature not working through radio.
- Radio slow to clear waypoints in navigation function.
- Ring tone low when receiving phone calls through the radio.
- Unable to control volume from iPhone/iPod® when connected through USB.

For the RRT portion of this bulletin, 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 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 2016 model year vehicles listed.

NOTE: Two files will be loaded onto the USB flash drive, see (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

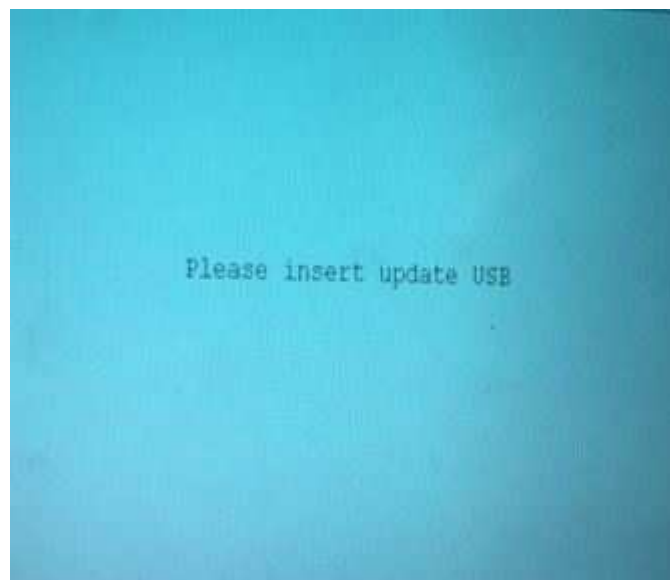


Fig. 4
Please Insert Update USB

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 software levels are as follows:
 - RJ3/RJ4 radios will get version 17.43.01.
 - RG3/RG4 radios will get version 17.46.01.
7. Is the radio software at or higher than the level indicated in ?
 - 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-SL	Radio, Check Software Level and Perform Software Update (Sales Code RG3 Only) (0 - Introduction)	6 - Electrical and Body Systems	1.0 Hrs.
18-60-02-SM	Radio, Check Software Level and Perform Software Update (Sales Code RG4 Only) (0 - Introduction)	6 - Electrical and Body Systems	0.7 Hrs.
18-60-02-SN	Radio, Check Software Level and Perform Software Update (Sales Code RJ3 or RJ4 Only) (0 - Introduction)	6 - Electrical and Body Systems	0.7 Hrs.
18-60-02-SP	Radio, Software - Create USB Jump Drive From Uconnect Website w/ Sales Code RG3 (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
18-60-02-SQ	Radio, Software - Create USB Jump Drive From Uconnect Website w/ Sales Code RG4 (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.7 Hrs.
18-60-02-SR	Radio, Software - Create USB Jump Drive From Uconnect Website w/ Sales Code RJ3 (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
18-60-02-SS	Radio, Software - Create USB Jump Drive From Uconnect Website w/ Sales Code RJ4 (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.5 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: For RJ3/RJ4 radios, 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.

NOTE: For RG3/RG4 radios, 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 depending on if this is a Rapid Response Transmittal (RRT) or 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 must be supplied.
- The failure code "RF" (Required Flash) can no longer be used on Service Bulletin flashes. The "RF" failure code can only be used on RRT.
- The "RF" failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.**

CC	Customer Concern
RF	Required Flash