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GROUP: 08 - Electrical

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THIS BULLETIN SUPERSEDES SERVICE BULLETINS 08-025-18, DATED FEBRUARY 14, 2018, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE ADDITIONAL SYMPTOM/CONDITIONS, NEW SOFTWARE AND LOPS.**

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

SUBJECT:

RA3 and RA4 Radio Enhancements

OVERVIEW:

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

MODELS:

2017	(KL)	Jeep Cherokee
2017	(RU)	Chrysler Pacifica
2017	(RU)	Chrysler Pacifica (PHEV)
2017	(DS)	RAM 1500 Pickup
2017	(DD)	RAM 3500 Cab Chassis
2017	(DF)	RAM 3500 <10K Cab Chassis
2017	(DJ)	RAM 2500 Pickup
2017	(DP)	RAM 4500/5500 Cab Chassis
2017	(DX)	RAM Truck (Mexico)
2017	(D2)	RAM 3500 Pickup
2017	(WD)	Dodge Durango
2017	(WK)	Jeep Grand Cherokee
2017	(UF)	Chrysler 200
2017	(ZD)	Dodge Viper

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

NOTE: This bulletin applies to vehicles equipped with Uconnect 8.4 (Sales Code RA3) or Uconnect 8.4AN (Sales Code RA4).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- ****Incoming phone calls do not display name, only number.**
- Cluster units intermittently change from US to Metric (WK and WD only).******
- Radio functions/touchscreen locks up (does not affect backup camera).
- Phone presets do not save.
- “Navigation Failed” message is displayed.
- Navigation is inoperative or inaccurate.
- CD player will not play songs and/or locks up the radio.
- Clock will not automatically update to local time.
- Clock may be off by several hours (RA3 only).
- Poor or no connection to cellular network.
- “Charge Complete” notification is not received (RU PHEV only).
- Some Uconnect® App remote commands do not execute with the vehicle.
- Radio Apps are inoperative.
- Radio display screen is black or blank.
- Battery drain, due to radio staying on.

Improvements:

- Auto Play can now be configured.
- Media devices, Phone pairing and Bluetooth® usage improvements.
- Add the ability to drag and drop icons into the menu bar.
- Adds “Do Not Disturb” text message feature.
- Fix for radio locks up/frozen.
- Fix for radio loses time.
- Enhanced Voice recognition (VR) performance.
- Improved tuner performance.
- Human Machine Interface (HMI) improvements.
- Satellite radio reception improvements.

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 2017 model year vehicles listed.

NOTE: The swdl.upd file will be loaded onto the USB flash drive.

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 reset the personal settings, theme, color, presets, favorites and the phones may need to be paired again.

1. Has a USB flash drive been created?
 - YES >>> Proceed to [Step 5](#).
 - NO >>> Proceed to [Step 2](#).
2. Go to DealerCONNECT> Service> Uconnect Command Center> Uconnect> Dealer software downloads to download the files.

NOTE: Early build RU vehicles, built prior to December 19, 2016 require a unique software. Verify the proper software is pulled from DealerConnect.

3. If a security message appears "Do you want to view only the webpage content that was delivered securely?" (Fig. 1) Press "No" to continue.



Fig. 1
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 may see multiple hourglass screens for extended periods of time (several minutes) (Fig. 2) . 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.



Fig. 2
Hourglass Screen

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 radio will be updated to ****17.43.01****.
7. Is the radio at software level ****17.43.01**** or higher?
 - YES >>> The radio software is already up to date. Normal diagnostics need to be performed.
 - NO >>> The radio software needs to be updated. Proceed to [Step 8](#).

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

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 30 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 two separate times for approximately two to five minutes at a time. See (Fig. 2) .

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. (Fig. 3) .



**Fig. 3
Updated Software Screen**

11. Press “No” and remove the USB flash drive.

12. 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.

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. Is the vehicle a KL, UF, WD or WK?

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

15. Is the vehicle equipped with Blind Spot Monitor/Cross Path Detection (**Sales Code XAN**)?
- YES >>> Proceed to [Step 16](#).
 - NO >>> This bulletin has been completed.
16. 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.
17. This bulletin has been completed.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
**18-60-02-TB	Radio, Check Software Level and Perform Software Update RA3 Radio (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
18-60-02-TC	Radio, Check Software Level and Perform Software Update RA4 Radio (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
18-60-02-TD	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) RA3 and RA4 Radios (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 30 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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