



**NUMBER:** 08-061-18

**GROUP:** 08 - Electrical

**DATE:** May 5, 2018

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-057-17 REV. A, DATED OCTOBER 19, 2017, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDE ADDING RU VEHICLES, REMOVE CLEAN DATE, ADDITION SYMPTOMS, NEW SOFTWARE, UPDATE/ADDED REPAIR STEPS, AND NEW LOPS.**

**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-054. 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.**

**THE wiTECH 2 SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.**

***SUBJECT:***

RG3 or RG4 Radio Enhancements

***OVERVIEW:***

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

***MODELS:***

2017	(KL)	Jeep Cherokee
2017	(WK)	Jeep Grand Cherokee
2017	(RU)	Chrysler Pacifica

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

**NOTE: **\*\*This bulletin applies to vehicles equipped with a Uconnect 8.4 radio (Sales Code RG3) or Uconnect 8.4 NAV radio (Sales Code RG4).\*\*****

**SYMPTOM/CONDITION:**

Customers may experience one or more of the following:

- \*\*CD will not start or skip tracks if radio is muted.
- Phone keypad not greyed out when iPad® is connected through Bluetooth.
- Nav directions given in English when language was changed from English to Italian.
- FM data shown in DAB while DAB has no signal, split screen with map mode.
- Radio still displays phone name after phone pairing has been deleted.
- User is able to change interior temperature while the engine is off with ignition in run position, but the radio does not retain that temperature when started vehicle.
- Unable to enter home address in Maps > where to > while the vehicle is in motion as it gives a lockout screen.
- Speed exceeded audio prompt is in kpm when units are set to mph for speed and kpm for distance.
- Some Android® devices unable to play Via MTP.
- The radio is going in an endless loop when trying to cycle through presets using Steering Wheel Controls.
- First line item in FM Genre browse is shown as blank but, when selected it shows stations of that genre.
- The waypoint is not getting cleared when in front of the building. The flag is being shown in the middle of the building.
- No confirmation of contact name when incoming message is forwarded through Voice Recognition (VR) to a contact name in phone book.\*\*

The following software enhancement is available:

- The activation of Uconnect LIVE Services (**WK and KL Vehicles with RG4 Radios**).

In addition the customer may describe one of the following (WK and KL vehicles only):

- HVAC temperature out of sync with radio display (**KL Vehicles Only**).
- Navigation failed message is displayed.
- Clock not automatically updating to local time.
- Poor or no connection to cellular network.
- Some Uconnect App remote commands do not execute with the vehicle.
- Display goes blank or black.
- Radio locks up.
- Cyrillic keyboard missing in phone book.
- German translation issues.
- Bluetooth fixes for "loading hands free" message.
- Wrong speed limit displayed on navigation speed camera indication.

**DIAGNOSIS:**

Using a Scan Tool (wiTECH2) 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. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

**REPAIR PROCEDURE:**

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>More Information >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?” 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.**

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 cannot be on the same USB flash drive.
  - 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.
5. With the engine running and radio powered on, 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 (Fig. 1) . The radio will be updated to **\*\*17.46.01.\*\***



Fig. 1  
Current App Software Level

7. Is the App software level **\*\*17.46.01\*\*** or higher?
  - YES >>> The App software is up to date. This bulletin has been completed, use LOP (18-60-02-MJ) to close the active RRT.
  - NO >>> The App software needs to be updated. Proceed to [Step 8](#).

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

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

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:** After pressing "YES" the Uconnect System screen will display the message below and then go blank for a few seconds. The update process will automatically continue after approximately one minute without any further input (Fig. 2) .



Fig. 2  
Rest Screen

9. There will be a variety of screens displayed throughout the update process, including black screens. The approximate total percentage complete will show on the bottom of the screen (Fig. 3) .

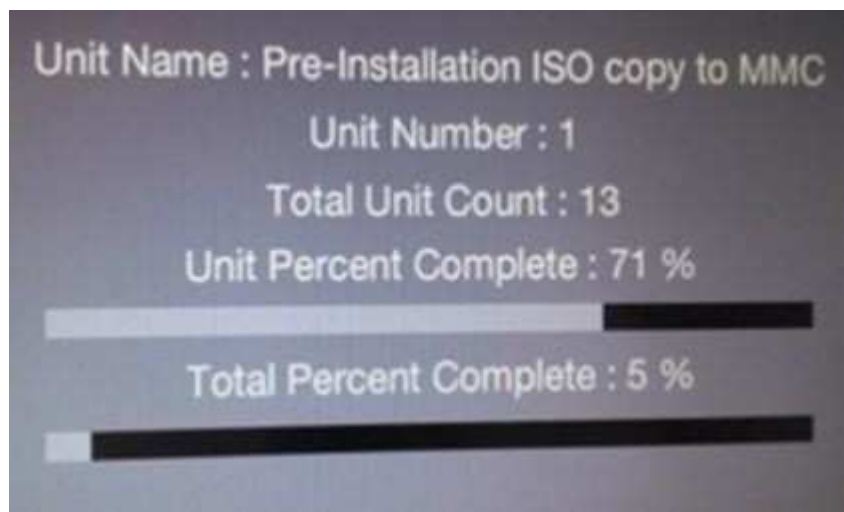


Fig. 3  
Percentage Complete Screen

10. After the update is done, the screen will display the software levels again (Fig. 4) . Press “NO” and turn the vehicle off. Remove the USB flash drive.



Fig. 4

## Updated App Software Levels

11. Tune off the ignition. Open and close the driver's door and let the Bus go to sleep (Approximately 60 seconds).

**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.**

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 (Approximately 60 seconds). This will complete the radio update.
13. \*\*Is the vehicle an RU?
- YES>>> This bulletin has been completed.
  - NO>>> Proceed to [Step 14](#).
14. Is the vehicle a KL or WK?
- KL>>> Proceed to [Step 15](#).
  - WK>>> Proceed to [Step 17](#).
15. Using wiTECH, perform a Restore Body Control Module (BCM) Proxi Configuration. This routine is available under the 'Vehicle Preparations' tab found on the home page of wiTECH.
16. Using wiTECH, perform a Proxi Configuration Alignment. This routine is available under the 'Vehicle Preparations' tab found on the home page of wiTECH. Proceed to [Step 18](#).
17. Using wiTECH reconfigure the vehicle. This routine is available under the 'Diagnostic Procedures' tab found on the home page of wiTECH. Select Restore Vehicle Configuration.

**NOTE: Verify the BCM is programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the BCM software.**

18. Clear any DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

19. Is the vehicle equipped with Blind Spot Monitor/Cross Path Detection (Sales Code XAN)?
- YES>>> Proceed to [Step 20](#).
  - NO>>> This bulletin has been completed.
20. 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.\*\*
21. 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-TZ	Create USB flash drive, Uconnect Website (One Time Only) RG4 Radio (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
18-60-02-TY	Create USB flash drive, Uconnect Website (One Time Only) RG3 Radio (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-TV	Radio, Check Software Level and Perform Software Update RU Vehicles Only with RG3 or RG4 Radio (0 - Introduction)	6 - Electrical and Body Systems	0.8 Hrs.
18-60-02-TW	Radio, Check Software Level, Perform Software Update and Restore Vehicle Configuration WK and KL Vehicle with RG3 Radio (0 - Introduction)	6 - Electrical and Body Systems	0.9 Hrs.
18-60-02-TX	Radio, Check Software Level, Perform Software Update and Restore Vehicle Configuration WK and KL Vehicle with RG4 Radio (0 - Introduction)	6 - Electrical and Body Systems	1.0 Hrs.**
18-60-02-MJ	Radio, Check Software Level 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 60 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