THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-019. ALL APPLICABLE SOLD AND UN-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:
Flash: RK4 RM4 RL4 UCONNECT 8.4N AM/FM/BT/NAV

OVERVIEW:
This bulletin provides software to fix the following issues:

- Simplified Chinese handwriting recognition issue applicable to China CIP radio, (RK4)
- eCall message related battery drain issue applicable to China/Japan/S.Korea (RK4,RM4,RL4)

MODELS:

2014	WK	Grand Cherokee (China Market)
2014	WK	Grand Cherokee (Japan Market)
2014	WK	Grand Cherokee (S. Korea)
2014	KL	Cherokee (China, Japan Markets)

NOTE: This bulletin applies to vehicles the radios and build dates below.
(WK) China radio (sales code RK4), (sales code RM4), or (sales code RL4) built on or before February 08, 2014 (MDH0208XX).
(WK) Japan radio (sales code RK4), (sales code RM4), or (sales code RL4) built on or before February 14, 2014 (MDH0215XX).
(WK) S. Korea radio (sales code RK4), (sales code RM4), or (sales code RL4) built on or before February 10, 2014 (MDH0210XX).
(KL) China, and Japan radio (sales code RK4), (sales code RM4), built on or before February 12, 2014 (MDH0212XX).

SYMPTOM/CONDITION:
Simplified Chinese handwriting recognition issue applicable to China CIP radio, (RK4)
eCall message related battery drain issue applicable to China/Japan/S.Korea (RK4,RM4,RL4)

DIAGNOSIS:
If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair.

PARTS REQUIRED:

Qty.	Part No.	Description
(1)	NPN	USB Flash Drive with CMC Application Software Ver. 14.05.0 (formatted for NTFS) (China)
(1)	NPN	USB Flash Drive with CMC Application Software Ver. 14.05.0 (formatted for NTFS) (Japan)
(1)	NPN	USB Flash Drive with CMC Application Software Ver. 14.05.1 (formatted for NTFS) (S. Korea)

REPAIR PROCEDURE:

NOTE: Make sure that there is at least a quarter tank of fuel in the vehicle, this will ensure that the vehicle will complete flash routine without running out of gas.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. With the vehicle in park and parking brake on, start the engine.
2. Obtain the Radio Part Info in the Dealer Mode to determine this re-flash is applicable.
3. Press the Driver's Temperature Up and Down, and Front Defrost buttons on the center bezel simultaneously and hold them for 5 seconds (Fig. 1).

Fig. 1 China, Japan, S.Korea Radio

4. Select "System Information" (Fig. 2).

Fig. 2 China, Japan, S.Korea Radio

1 - System Information

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5.   Select "Radio Part Information" from the Menu as shown in (Fig. 3).

Fig. 3 China, Japan, S.Korea Radio
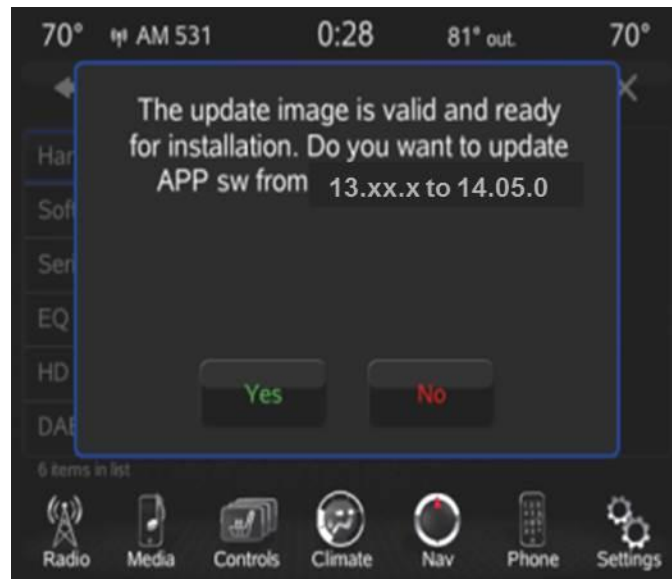
1 - Radio Part Information

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6.   Is this vehicle in China?
     a. Yes >>> Go to Step #9.
     b. No >>> Go to Step #7.

7. Is this vehicle in S. Korea?
    a. Yes >>> Go to Step #24.
    b. No >>> Go to Step #8.
8. Is this vehicle in Japan?
    a. Yes >>> Go to Step #38.
    b. No >>> This Bulletin does not apply.
9. Is the part number 68088695xx or 68195576xx?
    a. Yes >>> Go to Step #10.
    b. No >>> This Bulletin does not apply.
10. Exit the Dealer Menu by pressing the "X" at the top right corner of the screen.

NOTE: The USB software version must be correct for the radio model. Radio part numbers for each version are labeled on the USB drives provided.
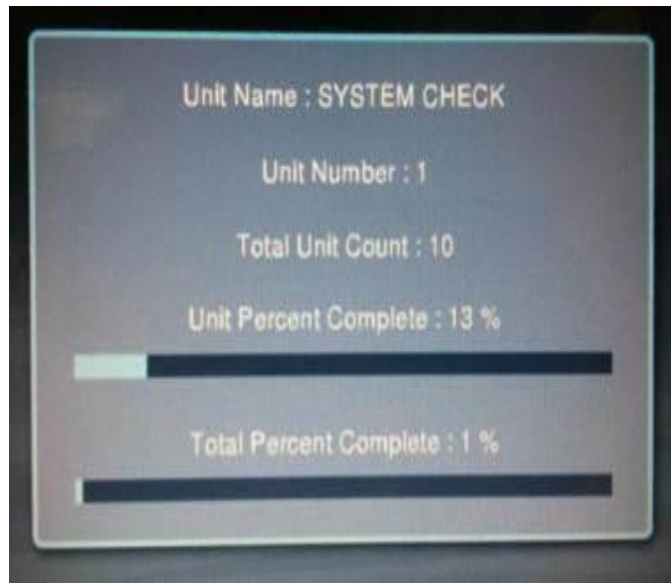
11. Plug in the 14.05.0 USB flash drive into the USB port located in the vehicle's center console.
12. Radio will read the contents of the re-flash software and will prompt for update from 13.xx.x or 14.xx.x to 14.05.0 (may take a minute to prompt update) (Fig. 4).

Fig. 4 China Radio

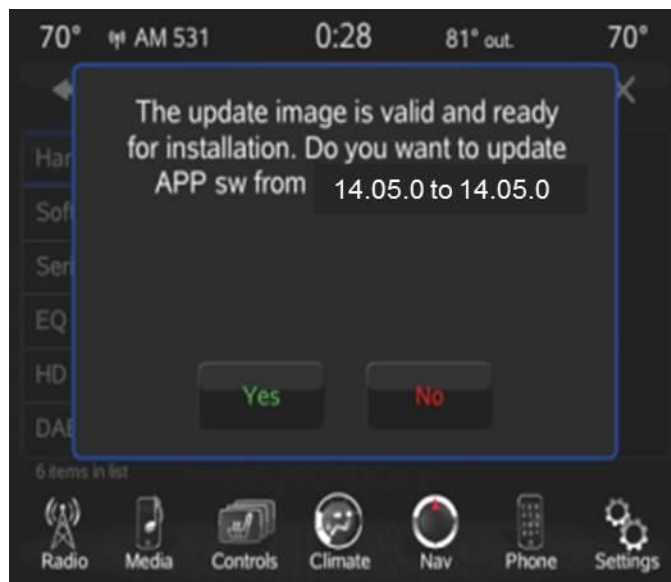13. Select "YES" when prompted by the radio. Radio will perform the software update without any further user input (Fig. 4).

NOTE: Once update has begun do not power off or touch radio. The update will take no more than 40 minutes to complete (Fig. 5).

Fig. 5 China Radio

NOTE: During and After the software update, the radio will power off and then re-boot.

14. Once the update is complete, wait for the radio to prompt for an update again the software versions shown should be the SAME (i.e. 14.05.0 to 14.05.0) verifying a successful re-flash (Fig. 6).

Fig. 6 China Radio

15. Select "NO" to return to the user screen (Fig. 6).
16. Unplug the USB drive from the vehicle port.
17. Has it taken more than 20 minutes for the screen to appear?
    a. Yes >>>> Proceed to Step #18.
    b. No >>> Proceed to Step #20.
18. Cycle the ignition off and wait 30 seconds.

19. Proceed to Step #11.
20. Verify the software application level has been updated in the Settings Menu under "System Information" as shown in (Fig. 7).
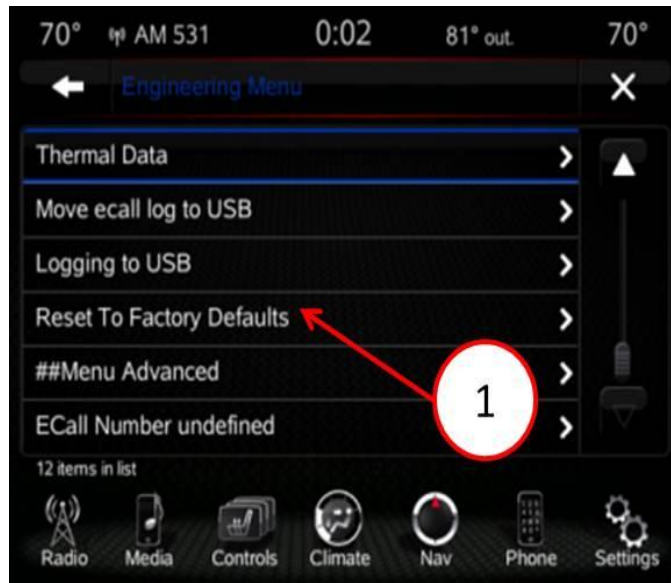

Fig. 7 China Radio
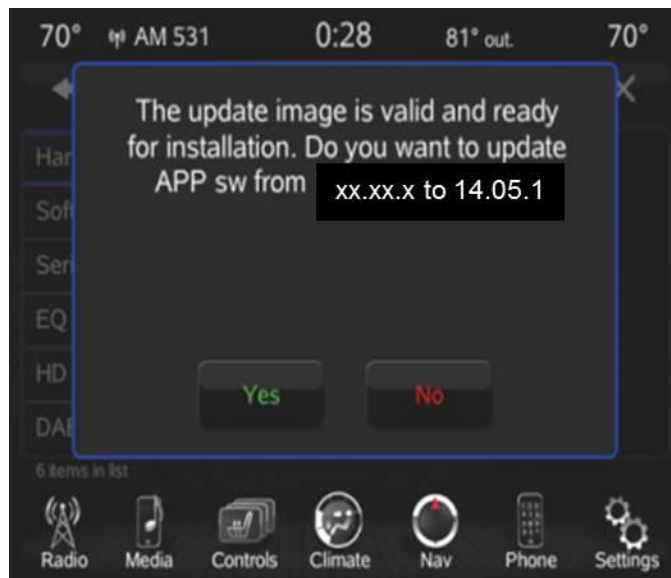
1 - Software Version

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21. Press the Driver's Temperature Up and Down buttons on the center bezel simultaneously and hold for 5 seconds.
22. Select "Reset to Factory Defaults" (Fig. 8).

Fig. 8 China Radio

1 - Reset To Factory Defaults

23. Flash complete.
24. Is the part number 68088696xx?
    a. Yes >>> Continue to Step #25.
    b. No >>> This Bulletin does not apply.
25. Exit the Dealer Menu by pressing the "X" at the top right corner of the screen.
26. Plug in the 14.05.1 USB flash drive into the USB port located in the vehicle's center console.
27. Radio will read the contents of the re-flash software and will prompt for "update from 13.xx.x or 14.xx.x to 14.05.1 this may take a minute (Fig. 9).
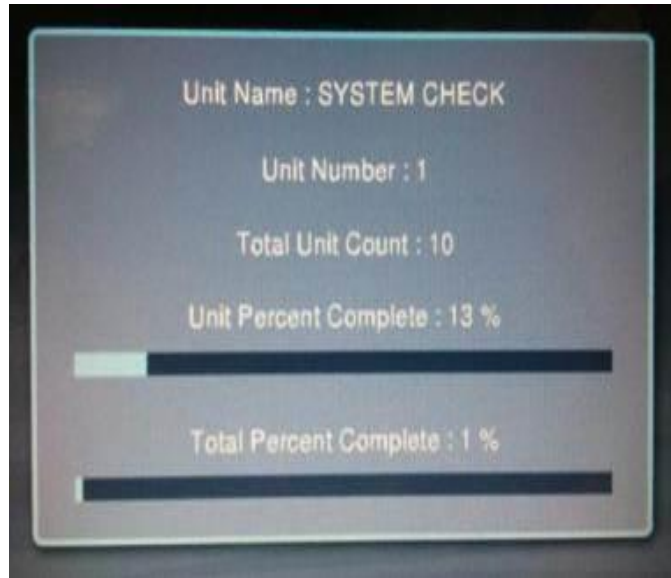

Fig. 9 Radio S. Korea

28. Select "YES" when prompted by the radio, the radio will perform the software update without any further user input.
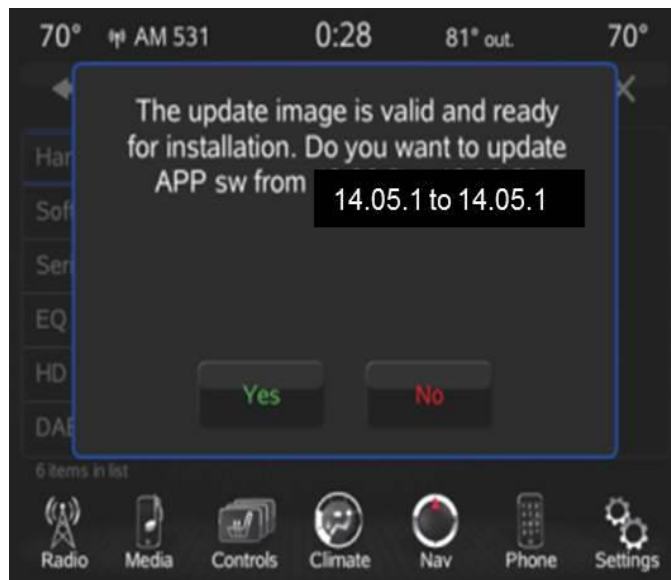
NOTE: Once update has begun do not power off or touch radio. The update will take no more than 40 minutes to complete (Fig. 10).

Fig. 10 Radio S. Korea

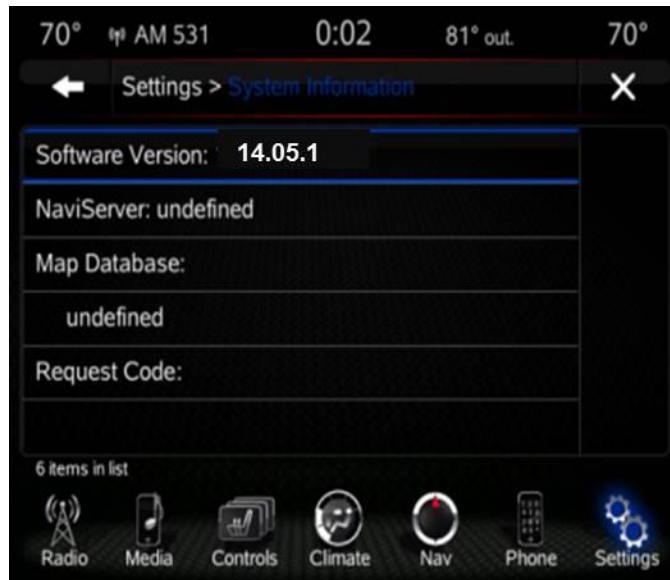**NOTE: During and After the software update, the radio will power off and then re-boot.**

29. Once the update is complete the radio will verify the flash was successful (14.05.1 to 14.05.1) (Fig. 11).

Fig. 11 Radio S. Korea

30. Select "NO" to return to the user screen (Fig. 11) and unplug the USB drive from the vehicle port.
31. Has it taken more than 20 minutes for screen to appear?
    a. Yes >>>> Proceed to Step #32.
    b. No >>> Proceed to Step #34.
32. Cycle the ignition off and wait 30 seconds.
33. Proceed to Step #26.
34. Verify the software application level has been updated to 14.05.1 in the Settings Menu under "System Information" (Fig. 12).

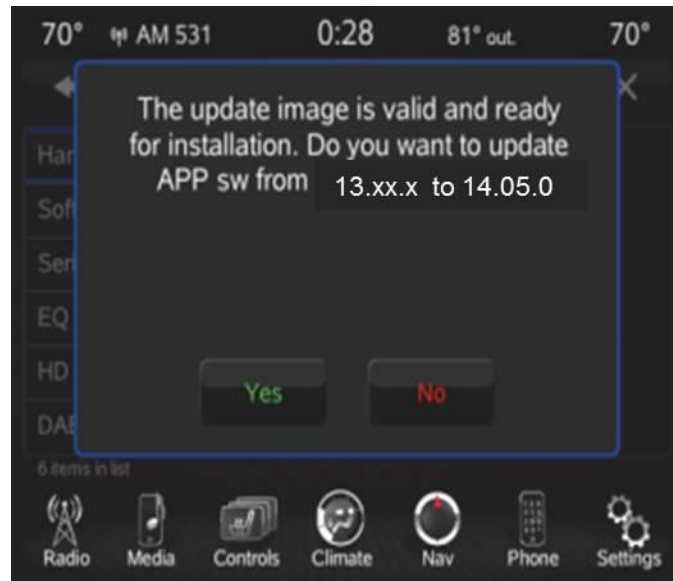*Fig. 12 Radio S. Korea*

35. Press the Driver's Temperature Up and Down buttons on the center bezel simultaneously and holding them for 5 seconds.
36. Select "Reset to Factory Defaults".
37. Flash complete.
38. Is this vehicle in Japan and is the part number 680886976xx?
    a. Yes >>> Continue to Step #39.
    b. No >>> This Bulletin does not apply.
39. Is the software in the radio at version 13.32.0 or 13.45.2?
    a. Yes >>> Go to Step #40.
    b. No >>> Go to Step #54.
40. Exit the Dealer Menu by pressing the "X" at the top right corner of the screen.

NOTE: The USB software version must be correct for the radio model. Radio part numbers for each version are labeled on the USB drives provided.

41. Plug in the 14.05.0 USB flash drive into the USB port located in the vehicle's center console.
42. Radio will read the contents of the re-flash software and will prompt for "update from 13.xx.x to 14.05.0 (Fig. 13).
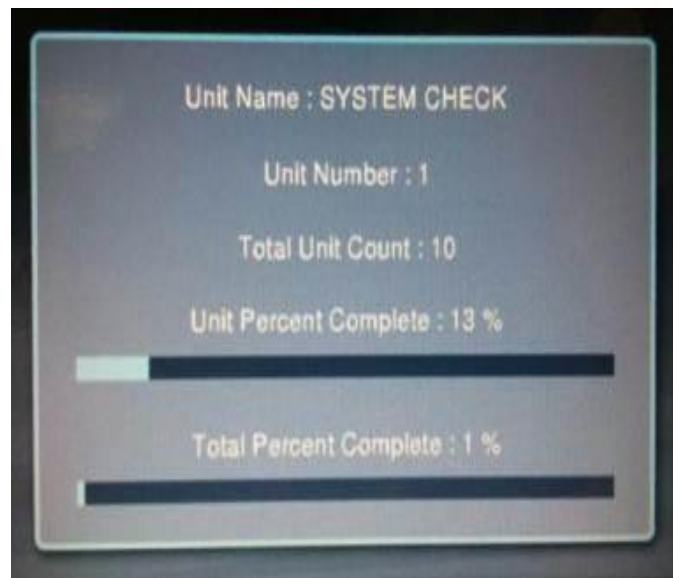
Fig. 13 Japan Radio

NOTE: It may take a minute to prompt update.

43. Select "YES" when prompted by the radio (Fig. 13). Radio will perform the software update without any further user input.

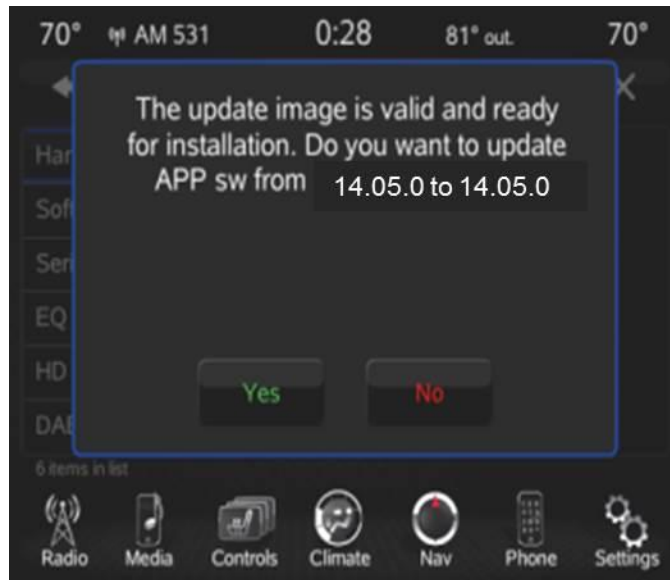**NOTE: Once update has begun do not power off or touch radio. The update will take no more than 40 minutes to complete (Fig. 14).**

Fig. 14 Japan Radio

NOTE: During and After the software update, the radio will power off and then re-boot.

44. Once the update is complete, wait for the radio to prompt for an update again both software versions shown should be the SAME (i.e. 14.05.0 to 14.05.0) verifying a successful re-flash (Fig. 15).

Fig. 15 Japan Radio

45. Select "NO" to return to user screen (Fig. 15).
46. Unplug the USB drive from the vehicle port.
47. Has it taken more than 20 minutes for screen to appear?
    a. Yes >>>> Proceed to Step #48.
    b. No >>> Proceed to Step #50.
48. Cycle the ignition off and wait 30 seconds.
49. Proceed to Step #41.
50. Verify the software application level has been updated in the Settings Menu under "System Information" as shown in (Fig. 16).
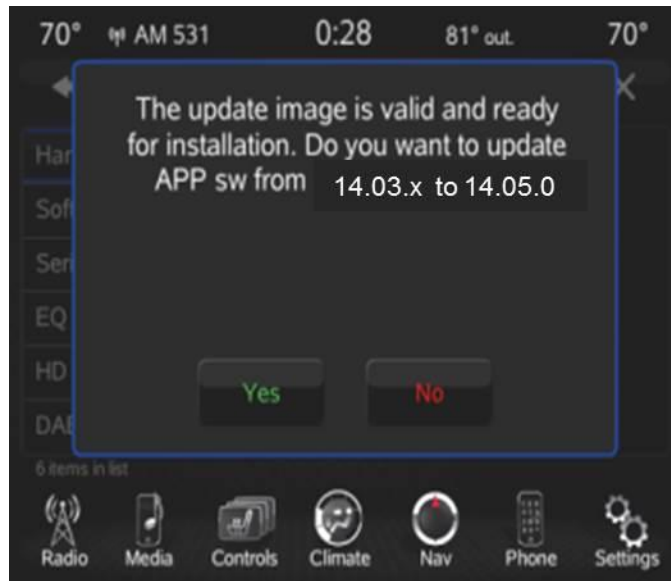
Fig. 16 Japan Radio

1 - Software Version

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51. Press the Driver's Temperature Up and Down buttons on the center bezel simultaneously and holding them for 5 seconds.
52. Select "Reset to Factory Defaults".
53. Flash complete.
54. Exit the Dealer Menu by pressing the "X" at the top right corner of the screen.

NOTE: The USB software version must be correct for the radio model. Radio part numbers for each version are labeled on the USB drives provided.
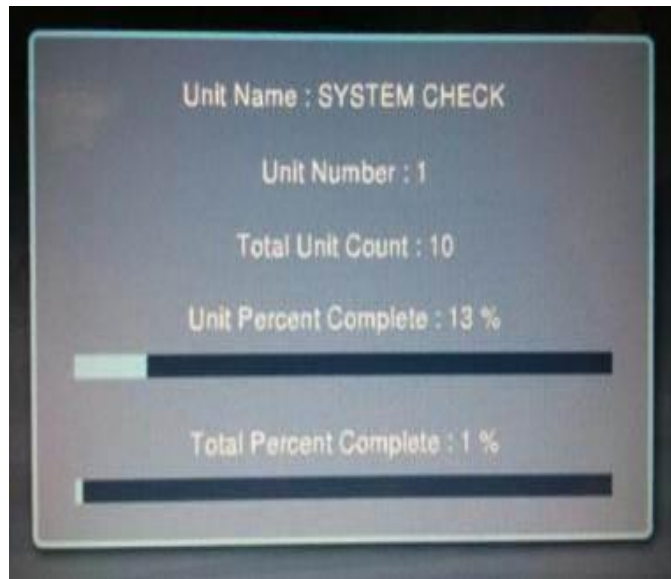
55. Plug in the 14.05.0 USB flash drive into the USB port located in the vehicle's center console.
56. Radio will read the contents of the re-flash software and will prompt for "update from 14.03.0 to 14.05.0 (may take a minute to prompt update) (Fig. 17).

Fig. 17 Japan Radio

57. Select "YES" when prompted by the radio (Fig. 17). Radio will perform the software update without any further user input.
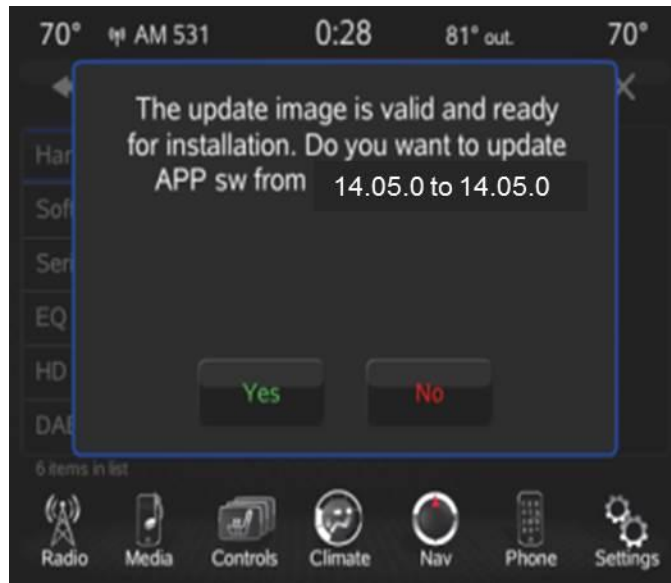
NOTE: Once update has begun do not power off or touch radio. The update will take no more than 40 minutes to complete (Fig. 18).

Fig. 18 Japan Radio

NOTE: During and After the software update, the radio will power off and then re-boot.

58. Once the update is complete the radio verify a successful re-flash (14.05.0 to 14.05.0) (Fig. 19).

Fig. 19 Japan Radio

59. Select "NO" to return to user screen (Fig. 19).
60. Unplug the USB drive from the vehicle port.
61. Has it taken more than 20 minutes for screen to appear?
    a. Yes >>>> Proceed to Step #62.
    b. No >>> Proceed to Step #64.
62. Cycle the ignition off and wait 30 seconds.
63. Proceed to Step #54.
64. Verify the software application level has been updated in the Settings Menu under "System Information" .
65. Press the Driver's Temperature Up and Down buttons on the center bezel simultaneously and holding them for 5 seconds.
66. Select "Reset to Factory Defaults" .
67. Flash complete.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18 - 60 - 02 -AZ	Radio, Check Software Level (0-Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18 - 60 - 02 -BA	Radio, Check Software Level and, Perform Software Update - (8DE) Japan & (8DJ) Korea Only (0- Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
18 - 60 - 02 -BB	Radio, Check Software Level and, Perform Software Update - (8BL) China Mainland Only (0-Introduction)	6 - Electrical and Body Systems	0.8 Hrs.

FAILURE CODE:

FM	Flash Module