THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-048. 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: RM4 UCONNECT AM/FM/BT/NAV/Voice Navigating Resets When Driving

OVERVIEW:
This bulletin involves update the radio with new software.

MODELS:

2014	WK	Grand Cherokee (Japan Only)
2014	KL	Cherokee (Japan Only)

NOTE: This bulletin applies to vehicle with the VP4 UCONNECT AM/FM/BT/NAV/Voice radio (sales code RM4) WK built on or before May 30, 2014(MDH0530XX) and KL built on or before June 03, 2014 (MDH0603XX).

SYMPTOM/CONDITION:
Customer may experience the navigation resets while driving.

DIAGNOSIS:
RRT Statement. Always end your diagnosis with one of the following:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition perform the Repair Procedure.

REPAIR PROCEDURE:
1. Make sure that there is at least a quarter tank fuel in the vehicle ensuring that the vehicle will complete flash routine without running out of fuel.
2. With the vehicle in the park position and parking brake applied, start the engine
3. Check the part number.
4. Press the Driver's Temperature Up and Down arrows and Front Defrost buttons on the center bezel simultaneously and hold them for 5 seconds (Fig. 1).

Fig. 1 Radio
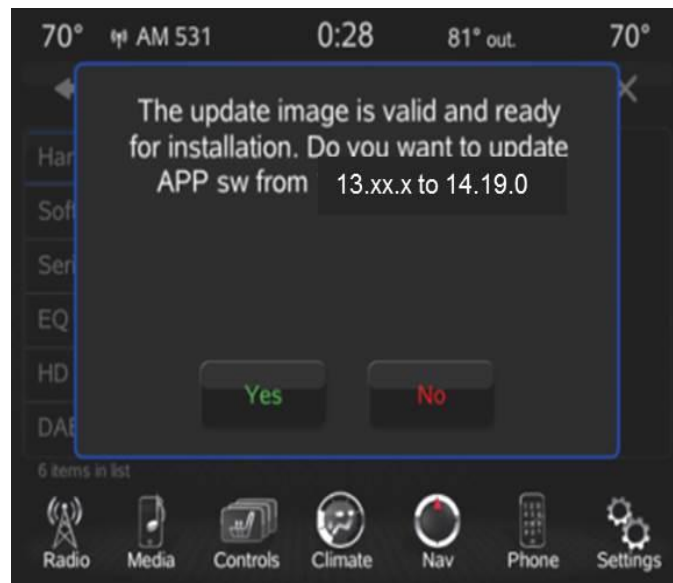
5. Select System Information (Fig. 2).

Fig. 2 Radio

6. Select Radio Part Information from the Menu (Fig. 3).

Fig. 3 Radio

7. Is the part number of the radio 68088697xx?
    a. Yes >>> Go to Step #8.
    b. No >>> This Service Action does not apply.
8. Is the software version 13.32.0, 13.45.2, 14.03.0, 14.05.0 or 14.09.0?
    a. Yes >>> Go to Step #9.
    b. No >>>This Service Action does not apply.
9. Exit the Dealer Menu by pressing the "X" at the top left corner of the screen.
10. Plug in the 14.19.0 MASTER USB flash drive into the USB port located in the vehicle's center console.
11. Radio will read the contents of the re-flash software and will prompt for update from 13.xx.x or 14.xx.x to 14.19.0 (Fig. 4).
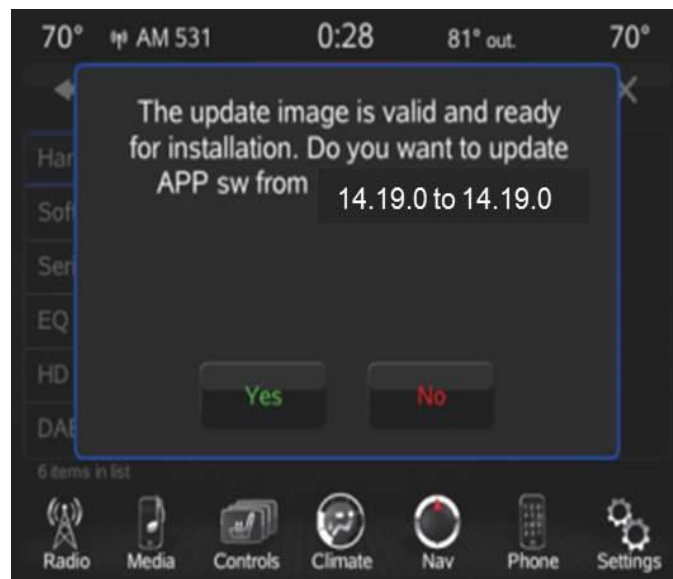
NOTE: This may take a minute.

Fig. 4 Radio

12. Select "YES" when prompted by the radio.
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.

14. The Radio will power off and re-boot during and after the update.
15. Once the update is complete, wait for the radio to prompt for an update again.
16. Have you waited more than 20 minutes for (Fig. 5) screen to appear?
    a. Yes >>>Step #17
    b. No>>> Go to Step #23

Fig. 5 Radio

NOTE: Software levels shown should be the SAME (i.e. 14.19.0 to 14.19.0) verifying a successful re-flash.

17. The radio re-flash did not complete and therefore you must attempt another re-flash.
18. Unplug the USB Drive.
19. Cycle the ignition off and wait 30 seconds.
20. Start engine.
21. Plug the USB drive into the same port a second time.
22. Go to Step #10

NOTE: If the radio update fails a second time replace the radio.

23. Verify the software application level has been updated in the Settings Menu under "System Information" (Fig. 6).

Fig. 6 Radio

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24. Reset the radio to Factory Default.
25. Press the Driver's Temperature Up and Down buttons on the center bezel simultaneously and hold them for 5 seconds.
26. Select Reset to Factory Defaults (Fig. 7).

Fig. 7 Radio

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27. Wait 30 seconds for radio to complete the reset process.

CAUTION: DO NOT CYCLE THE IGNITION OFF WHILE RESET IS IN PROCESS.

28. Turn ignition key to the OFF position and wait approximately 1 minute for vehicle bus communication to go to sleep.
29. Turn the ignition key to the ON position (engine ON) and then turn the ignition key back to the OFF position.
30. Wait approximately 1 minute for the bus communication to go to sleep and then turn the ignition key back to the ON position (engine ON).

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-BU	Check radio Software Level	6 - Electrical And Body Systems	0.2 Hrs.
18-60-02-BV	Check radio Software Level And Perform Software Upgrade (0 - Low Skilled)	6 - Electrical And Body Systems	0.5 Hrs.

FAILURE CODE:

ZZ	Service Action