**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-013-14 REV. A, DATED MARCH 21, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH \*\*ASTERISKS\*\* AND INCLUDES NEW UPDATED SOFTWARE AND MORE IMPROVEMENTS.**

*SUBJECT:*
RA2 Radio Enhancements

*OVERVIEW:*
This bulletin involves updating the radio's software.

*MODELS:*

| | | |
|---|---|---|
| 2014 | (WD) | Durango |
| 2014 | (WK) | Grand Cherokee |

**NOTE: This bulletin applies to vehicles equipped with UConnect 5.0 AM/FM/BT (sales code RA2).**

*SYMPTOM/CONDITION:*
The customer may notice one or more of the following.

- \*\*Unable to change CD tracks with steering wheel controls.\*\*
- \*\*May be able to change AM/FM frequencies while changing SXM frequencies.\*\*
- Display screen dim.
- Paired phone list is deleted after ignition cycle.
- Not able to pair phone.
- Unable to delete paired device from list.
- Removed the ability to pair phones while the vehicle is in motion.
- Voice command not able to play new text messages.
- SXM presets are lost at times.
- SXM disappeared and failed to re-register.
- Intermittently the wrong selected media is played.
- Noises (pops and cracks) for AM/FM.
- Audio controls are locked out after using VR.
- IPOD will not resume playing after phone call.
- IPOD 'Repeat' function is not turned on.
- IPOD songs not accessible through VR without 'genre'.
- IPOD shuffle does not continue after ignition cycle.
- Not able to restore to default setting.

- Potential for battery draw on E-Call function.
- Steering wheel control seek up/down function not working.
- Steering wheel control press and hold skipping channels.
- Intermittently the wrong pop-ups or displays is shown.
- Intermittently the phone or media will freeze.
- Presets or clock setting are lost after software updates.
- Climate ON/OFF pop-up will not longer appear.
- Can't change media source to Disc.
- Wrong EQ setting being used.
- Mute function not working correctly.
- No audio on phone calls.

**Improvements**

- VR command, prompts and recognition.
- Blue Tooth Streaming Audio, connection and playing.
- Audio during hands free calling.
- Phone book downloading and display.
- Retaining/storing all presets and improvements to presets from skipping channels.
- Text message downloading and playing.

*DIAGNOSIS:*

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available, verify if any DTCs are set. If Audio DTCs are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customers describe the symptom/condition, perform the Repair Procedure.

**REPAIR PROCEDURE:**

**NOTE: Software updates are now available for download to USB on the Uconnect web site.**

1. Has the USB flash drive been created?
   a. Yes >>> Proceed to Step #3.
   b. No >>> Proceed to Step #2.
2. Go to DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads to down load the files. Follow the instructions on the web site to create the USB flash drive.

**NOTE: A blank USB flash drive must be used to down load the software. The memory stick should be 4 GB or larger.**

**NOTE: The Site is optimized for Microsoft Internet Explored 8 or 10. Use these software version if you encounter a problem downing load the Software.**

3. Turn the engine on and check if the vehicle is still in ship mode. This will be displayed in the Electronic Vehicle Information Center (EVIC).
4. The vehicle must be in Customer Mode to update the radio. Is the vehicle in Ship Mode?
   a. Yes >>> Proceed to Step #5.
   b. No >>> Proceed to Step #6.
5. Use the scan tool (wiTech) to put the vehicle into customer mode.
6. With the engine running and radio powered on, insert the **correct** USB flash drive with new software into USB hub.

**CAUTION: This software update is only compatible with the 2014 model year vehicles listed above. Attempting to flash a 2013 or 2015 model year vehicle with this software will result in a loss of some radio/navigation functions. Should this occur reinstalling the correct software for the radio will correct the condition.**

7. The next screen display will have the old and new software levels.
8. Is the current software level at or higher then 14.31.00?
    a. Yes >>> The bulletin does not apply, normal diagnostic procedures should be performed.
    b. No >>> Proceed to Step #9.
9. Press the soft key "Yes" to start the update.
10. The update may take 12 minutes, no other actions will be needed.

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

**NOTE: Do not cycle the ignition or touch the radio during the update process.**

11. After the update is done, the screen will display the software levels again.

**NOTE: Please note during this process the screen will go blank 2 times. Once in the beginning and once at the end of the re-flash process.**

12. Press "No" and turn off the vehicle. Open and then close the drivers door and let the Bus go to sleep. This will complete the radio update.
13. Remove the USB flash drive, the bulletin has been completed.

**NOTE: Use the wiTech to put the vehicle back into Ship Mode if needed.**

*POLICY:*
Reimbursable within the provisions of the warranty.

*TIME ALLOWANCE:*

| Labor Operation No: | Description | Skill Category | Amount |
|---|---|---|---|
| 18-60-02-DP | Radio, Check Software Level and Perform Software Update (0 - Introduction) | 6 - Electrical And Body Systems | 0.3 Hrs. |
| 18-60-02-DQ | Radio Software - Create USB flash drive Update (First Time Only) (0 - Introduction) | 6 - Electrical And Body Systems | 0.2 Hrs |

**NOTE: The expected completion time for the software download portion of this procedure is approximately 12 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.**

**NOTE: The "First Time Only" LOP is used one time per dealer when down loading the software onto a USB flash drive.**

*FAILURE CODE:*

| ZZ | Service Action |
|----|----------------|