THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 08-072-13, DATED 09 13, 2013, WHICH SHOULD BE REMOVED FROM YOUR FILES. THIS IS A COMPLETE REVISION AND NO ASTERISKS HAVE BEEN USED TO HIGHLIGHT REVISIONS.

SUBJECT:
RG2 RJ2 Radio Enhancement

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

MODELS:

2014	(WD)	Durango (International only)
2014	(WK)	Grand Cherokee (International only)

NOTE: This bulletin applies to vehicles built on or before February 16, 2014 (MDH 0216XX) equipped with UConnect 5.0 AM/FM/BT (sales code RJ2) or UConnect 5.0 MW/LW/DAB/BT (sales code RG2).

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

- Paired phone list is deleted after ignition cycle.
- Incorrect Russian translations.
- Potential for battery draw on E-Call function.
- 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.
- Screen going very dim.
- DAB service lost. (EMEA Market Only).
- Not able to 'refresh' screen in DAB mode.(EMEA Market Only).
- Steering wheel control mode advance from FM to AM (LATAM Market Only).
- 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.
- Unable to delete paired device from list.
- Unable to deactivate alternate frequency.

- 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.
- 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. If Audio DTC's 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 and should be used instead of ordering a disc.

1. Has the USB update memory sticks 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 memory stick.

NOTE: A blank USB stick 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 Stick with new software into USB hub.
7. The next screen display will have the old and new software levels. The radio will be updated to 14.06.04.
8. Is the current software level at or higher then the update to software level?
   a. Yes >>> The bulletin doesn't pertain, normal diagnostic 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 update stick, 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	Amount
18 60 02 AX	Radio, Check Software Level and Perform Software Update (0 - Introduction)	0.3 Hrs.
18 60 02 AY	Radio Software - Create USB Update Stick (First Time Only) (0 - Introduction)	0.2 Hrs

NOTE: The expected completion time for the flash 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 stick.

FAILURE CODE:

ZZ	Service Action