



**NUMBER:** 08-064-14

**GROUP:** Electrical

**DATE:** August 02, 2014

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-060. 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:**

RJ4 Navigation Enhancements

**OVERVIEW:**

This bulletin involves inspecting and updating the radio software, if required.

**MODELS:**

2014	(DS)	Ram 1500 Pickup (Latin America Market Only)
2014	(WK)	Jeep Grand Cherokee (Latin America Market Only)
2014	(KL)	Jeep Cherokee (Latin America Market Only)

**NOTE:** This bulletin applies to the following vehicles equipped with the radio below.

- (DS) Ram 1500 Pickup with Uconnect 8.4 AM/FM/BT/NAV (sales code RJ4 ) built on or before December 27, 2014 (MDH1127XX).
- (WK) Grand Cherokee with Uconnect 8.4 AM/FM/BT/NAV (sales code RJ4 ) built on or before February 10, 2014 (MDH0210XX)
- (KL) Cherokee with Uconnect 8.4 AM/FM/BT/NAV (sales code RJ4 ) built on or before December 19, 2014 (MDH1119XX).

**SYMPTOM/CONDITION:**

A customer may experience, one or more of the following conditions.

- Peru maps not available.
- When using navigation route guidance with Spanish language selected the customer will have English voice guidance presented when it should be in Spanish.

**DIAGNOSIS:**

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

**NOTE:** Software updates are now available for download to USB on the Uconnect web site and should be used instead of ordering a disc.

**NOTE: If Audio DTC's are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.**

**REPAIR PROCEDURE:**

1. Has the USB update USB stick been created?
  - a. Yes >>> Proceed to Step #4.
  - b. No >>> Proceed to Step #2.
2. Go to DealerCONNECT> Service> Uconnect Information & Utilities> Uconnect 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 stick must be used to download the software. Only one software update can be used on one USB stick.**

**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.**

**NOTE:**

- Acquire a blank USB stick 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 stick.
- A blank USB stick will be needed for each radio update, two or more updates can not be on the same USB stick.
- Once the file is saved to the USB stick, it is recommended you physically label the USB stick with the bulletin number and radio sales code.

4. 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).
5. The vehicle must be in Customer Mode to update the radio.
6. With the engine running and radio powered on, insert the USB Stick with new software into USB hub.
7. The next screen display will have the old and new software levels.

**CAUTION: The customer may have already updated their radio. If the software is at 14.22.13 or higher this service action is not required.**

8. Is the software level at 14.22.13 or higher?
  - a. >>> Yes, press the soft key "NO" to exit, this bulletin is not applicable.
  - b. >>> No, go to Step #9
9. Press the soft key "Yes" to start the update.

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

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

10. The update may take 20 minutes, no other actions will be needed.

11. After the update is done, the screen will display the software levels again.
12. Press "No" and turn off the vehicle. Open and close the drivers door and let the Bus go to sleep.

**NOTE: Make sure to leave ignition off, do not press the brake, and do not reopen any doors, so the modules will go to sleep.**

13. Cycle the ignition one more time, turn the ignition on, then back off. Open and close the drivers door and let the Bus go to sleep. This will complete the radio update
14. Remove the USB stick, this bulletin has been completed.

**NOTE: If the vehicle needs to be put back into Ship Mode, press and hold the 'Enter/Browse' button and the 'Front Defrost' (about 5 seconds) until "Ship Mode" is displayed on the instrument cluster.**

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-60-02-CQ	Radio, Check Software Level and, Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-CP	Radio, Check Software Level Only (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
18-60-02-CR	Radio, Software - Create USB Jump Drive, From CD or Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs

**NOTE: The "One Time Only" LOP is used one time per dealer when down loading the software onto a USB stick. The dealer can only use the down load LOP, one time.**

**FAILURE CODE:**

ZZ	Service Action
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