SUBJECT:
Flash: RA3 RA4 Radio Ignition Off Battery Draw

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

MODELS:

2015	(WK)	Grand Cherokee (U.S. Market Only)
2015	(KL)	Cherokee (U.S. Market Only)
2015	(LA)	Challenger (U.S. Market Only)
2015	(ZD)	Viper (U.S. Market Only)

NOTE: This bulletin applies to U.S. market vehicles only built on or before August 30, 2014 (MDH 0830XX) and equipped with a Uconnect 8.4A AM/FM/BT/ACCESS (sales code RA3) or Uconnect 8.4AN AM/FM/BT/ACCESS/NAV (sales code RA4) radio.

SYMPTOM/CONDITION:
A small number of customers may experience a low battery condition due to the radio remaining powered up after the ignition has been turned off.

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available, verify the Audio system is operating properly. If Audio DTCs are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer describes the symptom/condition above, perform the Repair Procedure.

REPAIR PROCEDURE:

CAUTION: This software update is only compatible with the 2015 model year vehicles listed above. Attempting to flash a 2013-2014 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.

1. Has the USB stick been created?
    a. Yes >>> Proceed to Step #5.
    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?" see (Fig. 1). Press **No** to continue.
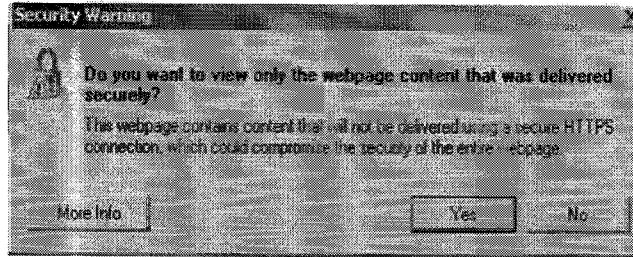

Fig. 1 Pop-up Security Message

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.

4. To download the software files to a USB stick, follow the on screen instructions and perform the following.
   a. Acquire a blank USB stick with at least 4 gb of space.
   b. Download the software update file to your local pc's desktop.
   c. Be sure to extract the file before copying it to the blank USB stick.
   d. A blank USB stick will be needed one for each radio update, additional updates can not be on the same USB stick.
   e. Once the file is saved to the USB stick, it is recommended you physically label the USB stick with the bulletin number and proper radio sales codes.

NOTE: The vehicle must be in Customer Mode to update the radio.

5. Start the vehicle and check if it is still in ship mode. This will be displayed in the Electronic Vehicle Information Center (EVIC).
6. Is the vehicle in Ship Mode?
   a. Yes >>> Proceed to Step #7.
   b. No >>> Proceed to Step #8.
7. Press and hold the 'Enter/Browse' button and the 'Front Defrost' (about 5 seconds) until "Ship Mode" is no longer displayed on the instrument cluster, see (Fig. 2).

Fig. 2 Take Vehicle Out of Ship Mode

8. With the engine running and radio powered on, insert the **correct** USB stick with new software into USB port.
9. The next screen display will have the old and new software levels. The radio will be updated to 14.32.3.
10. Is the radio at software level 14.32.3 or higher?
    a. Yes>>> The radio software is already up to date. The bulletin is complete.
    b. No>>> The radio software needs to be updated. Proceed to Step #11.

CAUTION: If the radio software level is at or above the level on the USB stick, DO NOT perform the update.

11. 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.

12. The update may take up to 20 minutes to load. No other actions will be needed to initiate the update.
13. After the update is done, the screen will display the software levels again.
14. Press "No" and turn the vehicle off. Open and close the driver's 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.

15. Cycle the ignition on, then back off one more time. Open and close the driver's door and let the Bus go to sleep. This will complete the radio update.
16. Remove the USB stick, the bulletin is now complete.

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-DE	Radio, Software - Create USB stick, From CD or Uconnnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
18-60-02-DB	Radio, Check Software Level Only (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
18-60-02-DC	Radio, Check Software Level and, Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.

NOTE: The "One Time Only" LOP is used one time per dealer when downloading the software onto a USB stick. The dealer can only use the download LOP, one time for each of the radios listed.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 25 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

ZZ	Service Action