

NUMBER: 08-084-14

GROUP: Electrical

DATE: September 30, 2014

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SUBJECT:

Radio Audio Updates For The Australian Market

OVERVIEW:

This bulletin involves updating the radio software.

MODELS:

2014	(WK)	Jeep Grand Cherokee (Australian Market Only)
2014	(KL)	Jeep Cherokee (Australian Market Only)

NOTE: This bulletin applies to vehicles equipped with UConnect 8.4 AM/FM/BT/NAV (sales code RJ4) built on or before January 04, 2014 (MDH0104XX).

SYMPTOM/CONDITION:

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

- Audio turn instructions do not pronounce the Street Names correctly.
- The audio turn instructions do not pronounce the Street Type.

DIAGNOSIS:

If the customer describes the symptom, perform the Repair Procedure.

NOTE: Note: Software updates are now available for download to a USB stick on the Uconnect web site. The site is located DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads. The website will show the latest software level for each VIN.

REPAIR PROCEDURE:

1. Has a USB stick been created with the current software update?
 - 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 latest files.
3. If a security message appears "Do you want to view only the webpage content that was delivered securely?" See (Fig. 1). Press **No** to continue.

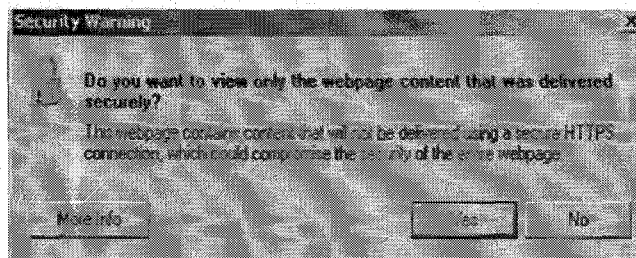


Fig. 1 Pop-up Security Message

NOTE: A blank USB stick must be used to download the software. Only one software update can be used on one USB memory stick. One USB stick can be used to service multiple vehicles.

NOTE: If the technician cannot download the software, verify the technician has the proper security access. If not have the Service Manager or Shop Foreman download the software update. If the Service Manager or Shop Foreman can't download the software, an update disc can be ordered. If using a CD to download the software follow the instruction on the CD to properly transfer the correct software to a USB stick.

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.

- 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 radio sales codes.
- 5. 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).
- 6. The vehicle must be in Customer Mode to update the radio. Is the vehicle in Ship Mode?
 - a. Yes >>> Proceed to Step #7.
 - b. No >>> Proceed to Step #8.
- 7. Take the vehicle out of ship mode using the detailed procedures in DealerCONNECT>Service>UCONNECT > Vehicle Quick Reference > New Vehicle Preparation Instructions > Standard Procedure > STANDARD PROCEDURE - NEW VEHICLE PREPARATION.
- 8. With the engine running and radio powered on, insert the USB Stick with new radio control head software into USB port.
- 9. The next screen displayed will have the old and new software levels.
- 10. Is the new software level at or higher than the current software level in the radio?
 - a. Yes >>> The radio is up to date further diagnostics may be required.
 - b. No >>> Proceed to Step #11 .
- 11. Press the soft key "Yes" to start the update. At this time a download progress bar will appear on the screen.
- 12. The update may take UP TO 20 minutes to complete.

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.

- 13. When complete turn off the ignition, open and close the driver's door, and let the bus go to sleep for 30 seconds.
- 14. Remove the USB stick from the USB port and cycle the key.

NOTE: Put the vehicle back into Ship Mode if needed by following the detailed procedures in DealerCONNECT>Service>UCONNECT > Vehicle Quick Reference > New Vehicle Preparation Instructions > Standard Procedure > STANDARD PROCEDURE - NEW VEHICLE PREPARATION.

POLICY:

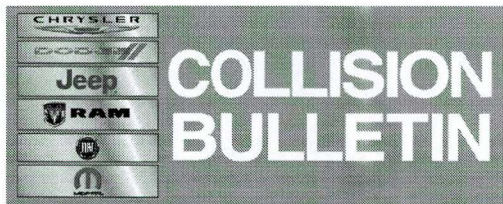
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-DL	Radio, Software. Create USB stick from CD or Uconnect website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
18-60-02-DJ	Check Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
18-60-02-DK	Radio Update, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs

FAILURE CODE:

ZZ	Service Action
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NUMBER: 31-002-14

GROUP: Collision Bulletin

DATE: September 24, 2014

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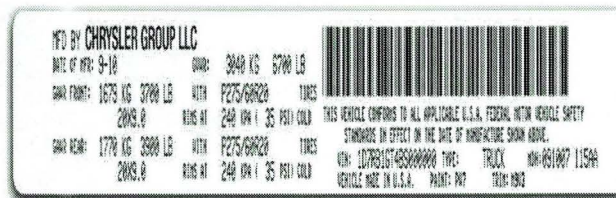
THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 31-002-12, DATED FEBRUARY 02, 2012 WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS AND INCLUDES A CANADIAN PHONE NUMBER.**

SUBJECT:

Safety Certification and Tire Pressure Label Replacement Guidelines

DISCUSSION:

Chrysler has chosen ECS Automotive Concepts to manufacture late model original equipment licensed vehicle information labels for the collision repair industry. Replacement of the Safety Certification label and Tire Pressure label allows a collision repair facility to put a car one step closer to pre-loss condition.



TIRE AND LOADING INFORMATION			
SEATING CAPACITY - TOTAL: 7 FRONT 2 REAR 5			
THE COMBINED WEIGHT OF OCCUPANTS AND CARGO SHOULD NEVER EXCEED 521 KG OR 1150 LB			
TIRE	FRONT	REAR	SPARE
ORIGINAL TIRE SIZE	225/65R16	225/65R16	T145/00D16
COLD TIRE INFLATION PRESSURE	250 kPa / 36 PSI	250 kPa / 36 PSI	420 kPa, 60 PSI
SEE OWNERS MANUAL FOR ADDITIONAL INFORMATION			BR677946

Fig. 1 Tire Label

For more information, visit www.escvin.com or call 1-855-ECSVIN **(U.S. dealers) or 1-636-536-2221 (Canadian dealers)**.

POLICY:

Information Only.