



**NUMBER:** 08-062-15 REV. C

**GROUP:** Electrical

**DATE:** September 25, 2015

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-062-15 REV B, DATED SEPTEMBER 19, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH \*\*ASTERISKS\*\* AND INCLUDES UPDATING THE RA2 SOFTWARE LEVEL AND CLUSTER ICON ILLUSTRATION.**

***SUBJECT:***

RA2, RG2 Radio Software Enhancements

***OVERVIEW:***

This bulletin involves updating the radio software.

***MODELS:***

2015 (BU) Jeep Renegade

**NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA and EMEA.**

**NOTE: This bulletin applies to vehicles built on or before August 07, 2015 (MDH 0807XX) equipped with UConnect 5.0 AM/FM/BT (sales code RA2).**

**NOTE: This bulletin applies to vehicles built on or before August 23, 2015 (MDH 0823XX) equipped with UConnect 5.0 AM/FM/BT (sales code RG2).**

***SYMPTOM/CONDITION:***

The customer may notice that blue tooth communication with the passenger is poor. If a passenger is trying to talk on the blue tooth phone, the caller will have a hard time understanding what the passenger is saying. The caller will not have any difficulty understanding the person in the driver's seat. Additionally a false message may be displayed in the Cluster; Parking Sensors Unavailable and/or Sound System Unavailable.



**Fig. 1 Message Displayed In The Cluster Sound System Unavailable**

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**NOTE: \*\*If the above Icon/Message is displayed in the cluster, do NOT replace the speakers. Make sure the radio software is up to date.\*\***

**DIAGNOSIS:**

Use a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available to verify if Diagnostic Trouble Codes (DTCs) are set. If DTCs or symptom conditions, other than the one listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

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

**REPAIR PROCEDURE:**

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 download the files. Follow the instructions on the website to create the USB flash drive.

**NOTE: A blank USB flash drive must be used to download the software. The USB flash drive should be 2 GB or larger.**

**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.**

3. With the ignition on and radio powered up, insert the USB flash drive with new software into USB hub.

- 4. The next screen display will have the old and new software levels. The RG2 radio will be updated to 9.00.48.00 \*\*and the RA2 radio will be updated to 9.00.49.00.\*\*
- 5. Is the radio software level at or higher then the update to level?
  - a. Yes >>> This bulletin does not apply, press “Abort” and remove the USB flash drive. Normal diagnostics should be performed.
  - b. No >>> Proceed to [Step #6](#).
- 6. Press the soft key “Start” to proceed with the update.
- 7. The update may take 15 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.**

**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.**

- 8. After the update is done downloading, the screen will display “Update successful” please remove USB flash drive.
- 9. Do not turn off the ignition, the update is not completed. Wait until the normal radio display screen is appears, this will take about 40 seconds.

***POLICY:***

Reimbursable within the provisions of the warranty.

***TIME ALLOWANCE:***

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
18-60-02-HE	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-HF	Radio, Software - Create USB flash Drive U-connect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs

**NOTE: The “One Time Only” LOP is used one time per dealer when downloading the software onto a USB flash drive.**

***FAILURE CODE:***

**The dealer must choose which failure code to use. If the customer came in with an issue and the dealer found updated software to correct that issue, use failure code CC, for all other use failure code RF.**

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, than failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

CC	Customer Concern
RF	Routine Flash