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GROUP: Electrical

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 16-008. 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.

HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN ECU IS AVAILABLE BY SELECTING "HELP" THEN "HELP CONTENTS" AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW.

THE wiTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:

Radio Software Enhancements

OVERVIEW:

This bulletin involves updating the radio's software.

CAUTION: Confirm the correct radio flash file to the applicable model and family vehicle before flashing.

MODELS:

2015 (K4) Jeep Cherokee (China)

**NOTE: This bulletin applies to vehicles within the following markets/countries:
APAC.**

NOTE: This bulletin applies to vehicles built on or before December 23, 2015 (MDH 1223XX) equipped with UConnect 5.0 AM/FM/BT (Sales Code RK2).

SYMPTOM/CONDITION:

A customer may experience one or more of the following:

- Radio display screen intermittently may go blank.
- Radio display screen may lock up.
- Back up display may not turn off.
- Loss of radio memory for skipped channels or incorrectly displaying skipped channels in the menu list.

DIAGNOSIS:

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

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe a symptom/condition listed above, perform the Repair Procedure.

NOTE: Software updates are now available for download to USB on the Uconnect website.

REPAIR PROCEDURE:

1. Is the radio functional?
 - a. Yes >>> Proceed to [Step #4](#).
 - b. No >>> The Radio is not functional. The radio is locked up and will not recover. This bulletin does not apply. Replace the Radio in accordance with Service Information and under normal warranty process and procedures.
2. Has the USB flash drive been created?
 - a. Yes >>> Proceed to [Step #4](#).
 - b. No >>> Proceed to [Step #3](#).
3. 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.
4. Turn the ignition 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. Is the vehicle in Ship Mode?
 - a. Yes >>> Proceed to [Step #6](#).
 - b. No >>> Proceed to [Step #7](#).
6. Use the scan tool (wiTECH) to put the vehicle into Customer Mode.
7. With the ignition on and radio powered up, insert the USB flash drive with new software into USB hub.

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8. The next screen display will have the old and new software levels. The radio will be updated to the following level: K4 = 10.00.27
9. Is the radio software level at or higher than the update to level?
 - a. Yes >>> This bulletin does not apply, normal diagnostics needs to be performed. Use Inspection Only LOP 18-60-02-JC to close the RRT.
 - b. No >>> Proceed to [Step #10](#).
10. Press the soft key "Yes" to start the update.

11. 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.

12. After the update is done downloading, the screen will display "Update successful" please remove USB flash drive.

13. 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.

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	Skill Category	Amount
18-60-02-JC	Radio, Inspection Only (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-JD	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-JE	Radio Software, Create USB Flash Drive (First Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 20 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

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, 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