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**GROUP:** Electrical

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***SUBJECT:***

RA2 RG2 RJ2 Radio Enhancements

***OVERVIEW:***

This bulletin involves updating the radio's software.

***MODELS:***

2014	(WD)	Dodge Durango
2014	(WK)	Jeep Grand Cherokee

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

**NOTE: This bulletin applies to vehicles equipped with UConnect 5.0 AM/FM/BT (sales code RA2, RG2 or RJ2).**

***SYMPTOM/CONDITION:***

The customer may notice one or more of the following:

- **\*\*During an ignition cycle, there is loss of functionality to play from the list of media sources: USB (Universal Serial Bus)/SD (Secure Digital) Card/Bluetooth streaming device.**
- Intermittently missing tracks on USB/SD Card media modes.\*\*
- Potential for inoperative or blank radio display.
- Radio displays message "Please insert update USB".
- AM/FM presets lost over an ignition cycle.
- iPod Synchronization will be incomplete causing the Voice Recognition (VR) to be inoperative.
- Display shows multiple USB media song titles in the browse menu.
- System incorrectly comes up in Aux mode.
- Unable to change CD tracks with steering wheel controls.
- May be able to change AM/FM frequencies while changing SXM frequencies.

- Display screen dim.
- Paired phone list is deleted after ignition cycle.
- Not able to pair phone.
- Unable to delete paired device from list.
- Removed the ability to pair phones while the vehicle is in motion.
- Voice command not able to play new text messages.
- SXM presets are lost at times.
- SXM disappeared and failed to re-register.
- Intermittently the wrong selected media is played.
- Noises (pops and cracks) for AM/FM.
- Audio controls are locked out after using VR.
- iPod will not resume playing after phone call.
- iPod 'Repeat' function is not turned on.
- iPod songs not accessible through VR without 'genre'.
- iPod shuffle does not continue after ignition cycle.
- Not able to restore to default setting.
- Potential for battery draw on E-Call function.
- Steering wheel control seek up/down function not working.
- Steering wheel control press and hold skipping channels.
- Intermittently the wrong pop-ups or displays are shown.
- Intermittently the phone or media will freeze.
- Presets or clock setting are lost after software updates.
- Climate ON/OFF pop-up will not longer appear.
- Cannot change media source to Disc.
- Wrong EQ setting being used.
- Mute function not working correctly.
- No audio on phone calls.

### Improvements:

- VR command, prompts and recognition.
- Bluetooth Streaming Audio, connection and playing.
- Audio during hands free calling.
- Phonebook downloading and display.
- Retaining/storing all presets and improvements to presets from skipping channels.
- Text message downloading and playing.

### **DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available, verify if any DTCs are set. If Audio DTCs are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customers describe the symptom/condition, perform the Repair Procedure.

### **REPAIR PROCEDURE:**

**NOTE: Software updates are now available for download to USB on the Uconnect web site.**

1. Is the radio display inoperative or blank?
  - a. Yes >>> 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.
  - b. No >>> Proceed to [Step #2](#).

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 web site to create the USB flash drive.

**NOTE: A blank USB flash drive must be used to download the software. The flash drive should be 4 GB or larger.**

**NOTE: The Site is optimized for Microsoft Internet Explorer 8 or 10. Use these software versions if you encounter a problem downloading the Software.**

4. With the engine running and radio powered on, insert the **correct** USB flash drive with new software into USB hub.

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

5. The next screen display will have the old and new software levels.
6. Is the current software level at or higher than 15.24.00?
  - a. Yes >>> The bulletin does not apply, normal diagnostic procedures should be performed.
  - b. No >>> Proceed to [Step #7](#).
7. Press the soft key "Yes" to start the update.
8. The update may take 12 minutes and 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.**

9. After the update is done, the screen will display the software levels again.

**NOTE: Please 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.**

10. Press "No" and turn off the vehicle. Open and then close the driver's door and let the Bus go to sleep. This will complete the radio update.
11. Remove the USB flash drive, the bulletin has been completed.

**NOTE: Use the wiTECH to put the vehicle back into Ship Mode if needed.**

***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-JA	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical And Body Systems	0.3 Hrs.
18-60-02-JB	Radio Software - Create USB flash drive Update (First Time Only) (0 - Introduction)	6 - Electrical And Body Systems	0.2 Hrs.

**NOTE: The expected completion time for the software download portion of this procedure is approximately 12 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.**

**NOTE: The “First 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 if the dealer finds a software update 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