



NUMBER: 08-101-17

GROUP: 08 - Electrical

DATE: October 5, 2017

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-096. 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.

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

SUBJECT:

UAG, UCG, UDG, UJG, ULG and UGG Radio Enhancements

OVERVIEW:

This bulletin involves updating the radio with the latest available software.

MODELS:

2018	(LA)	Dodge Challenger
2018	(LD)	Dodge Charger
2018	(WD)	Dodge Durango
2018	(WK)	Jeep Grand Cherokee

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

NOTE: This bulletin applies to WD and WK vehicles built on or before July 24, 2017 (MDH 0724XX) and on or before August 12, 2017 (MDH 0812XX) and to LA and LD vehicles built on or before July 07, 2017 (MDH 0707XX) and on or before August 12, 2017 (MDH 0812XX) equipped with a Uconnect 4 with 7" Display (Sales Codes UAG, UCG, UDG, UJG, ULG or UGG).

SYMPTOM/CONDITION:

Customers or vehicles may experience the following:

- The radio screen shows messages "Software Update" or "Re-Insert USB Device" and displays that screen in a continuous loop.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

REPAIR PROCEDURE:

NOTE: An 8 GB USB flash drive is required for this update. It is also recommended to use a name brand flash drive over a generic name USB flash drive.

1. Has a **8 GB** USB flash drive been created?
 - YES >>> Proceed to [Step 12](#).
 - NO >>> Proceed to [Step 2](#).
2. Perform the following steps to format the USB flash drive ([Fig. 1](#)) :
 - a. Select “FAT32” format.
 - b. Select “Default allocation size” under Allocation Unit Size.
 - c. Select “Quick Format” under Format Options.
 - d. Click “Start”.

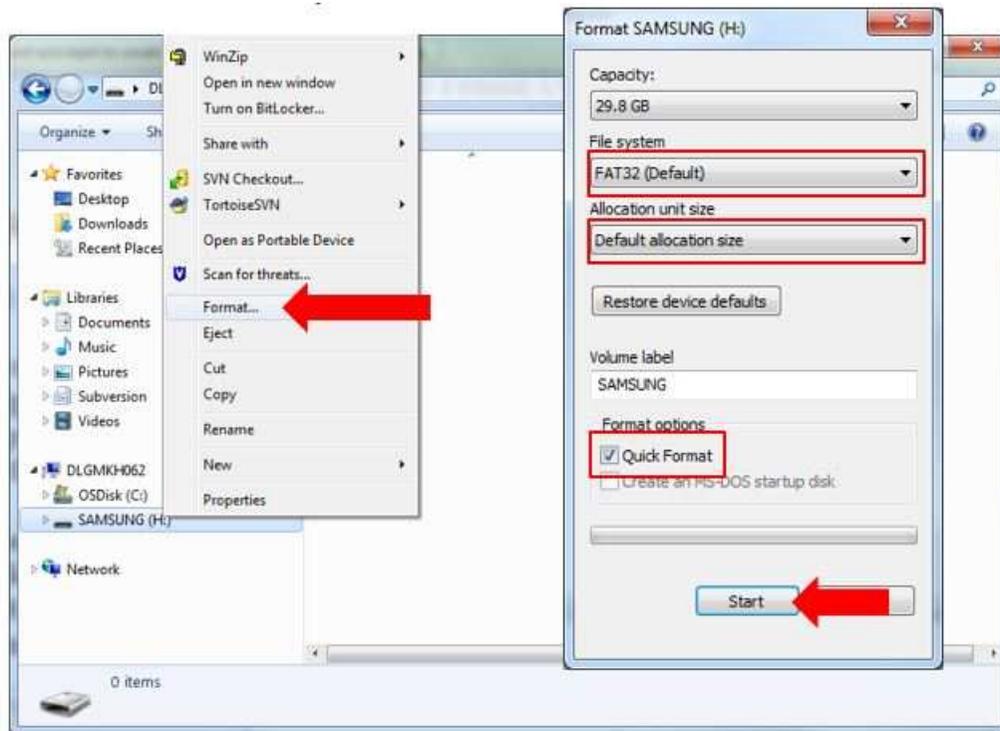


Fig. 1
Formatting The USB Flash Drive

3. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.

4. If a security message appears “Do you want to view only the web page content that was delivered securely?” (Fig. 2) . Press “No” to continue.



Fig. 2
Pop-Up Security Message

NOTE: If the software cannot be downloaded, make sure you have proper security access. If not, have the Service Manager or Shop Foreman download the software update.

5. Use a blank USB flash drive with at least 8 GB of space. Follow the on-screen instructions to download the software files.
6. Download the software update file to your local PC’s desktop. Make sure to select the “MAC” radial button for all downloads (Fig. 3) .

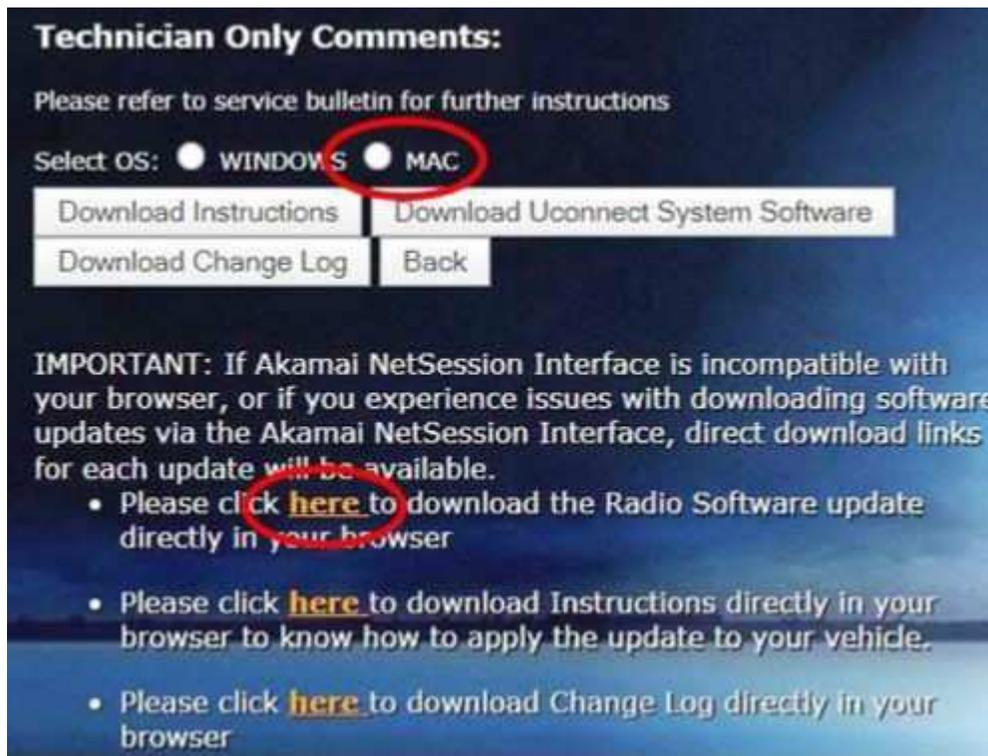


Fig. 3
MAC Download Steps

7. Be sure to download the file to your designated folder before extracting the zip file to the blank USB flash drive.

8. Extract the downloaded zip file to the USB flash drive (Fig. 4) and (Fig. 5) .

NOTE: It may take a few minutes for an accurate extract time to be displayed.

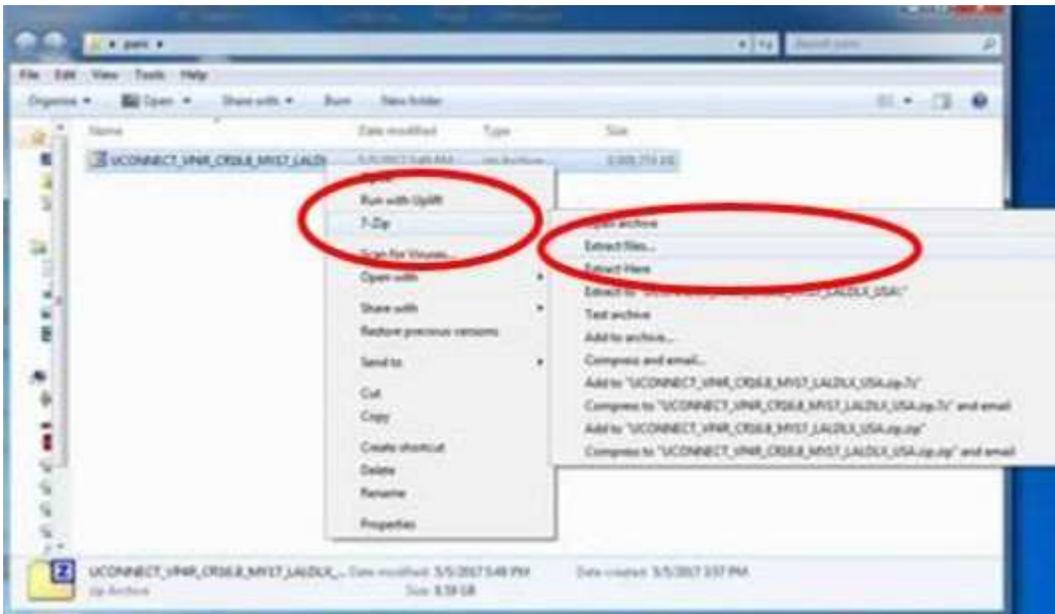


Fig. 4
Zip File Extraction



Fig. 5
Saving File To USB Flash Drive

9. Once the file is extracted to the USB flash drive, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Code.

- 10. **CAUTION! Eject the USB flash drive properly from your PC. Failure to eject the USB flash drive properly may result in an improper file byte size and cause the update to not fully download.**

Perform the following steps to properly eject the USB flash drive (Fig. 6) :

- a. Right click on the location of the USB flash drive.
- b. Click “Eject” to avoid data corruption.
- c. Remove the USB flash drive from the PC.



Fig. 6
Ejecting The USB Flash Drive

- 11. Perform the following steps to verify the files properly transferred to the USB flash drive (Fig. 8) :

- a. Plug the USB back into the computer.
- b. Navigate to the root directory of the flash drive.
- c. Right-click “18000000” and select “Properties”.
- d. Verify the 18000000 folder byte size is **(4,339,245,546 bytes)**.

NOTE: If this file size is incorrect, the radio may display an error message and a "Code 15".

- e. Eject the USB flash drive from the PC.

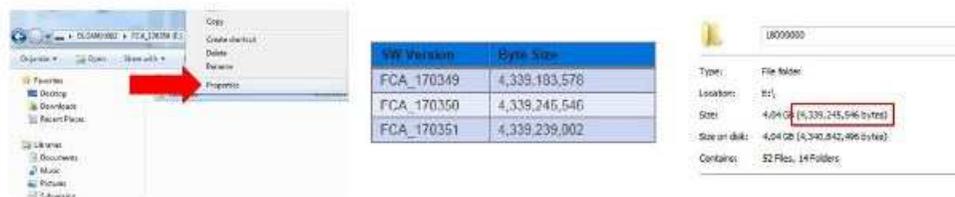


Fig. 8
Verifying The USB Flash Drive

12. **NOTE: Verify the vehicle fuel level is at least 1/8 of a tank. If not, add fuel as required. If vehicle is already in Customer Mode, proceed to [Step 13](#).**
Take vehicle out of Ship Mode and enter Customer Mode. Turn the vehicle ignition to "Run", Turn the Hazard Warning Flashers on and Push the "Up" button on the steering wheel controls.
13. **CAUTION! Make sure no other device is plugged into any of the USB ports while performing this update. If other devices are connected to the USB ports during the update, it may cause failure of files to be loaded which may cause the radio to need replacement.**
NOTE: The engine must be running and radio powered on during the update. Failure to do so may result in the radio not being updated and create connectivity issues. DO NOT remove the USB flash drive during the update.
Start the vehicle and insert the USB flash drive into the USB port.
14. Shut off all remaining accessories for the duration of the update (flashers, climate controls, etc.).
15. Wait for the radio to fully power on and initialize. Ensure all splash, partner logo, animation, disclaimer and main screens have loaded, before starting the software update.
16. Wait for the software update popup window to appear on the screen.
17. Verify the screen states the following: "Current: 1703.49 Update to 1703.50 Approx. time: 20 minutes". Is the radio at software level 1703.50?
 - YES>>> The radio software is already up to date. Press "Cancel" to exit. Normal diagnostics should be performed, use LOP (18-60-02-PX) to close the active RRT.
 - NO>>> The software level 1703.50 was not displayed on the screen. The radio software needs to be updated. Proceed to [Step 18](#).
18. **NOTE: During the first 30 seconds of the software update, the current software is erased. The radio will then re-boot and re-start to begin the update of the software. Many software partitions are displayed on the screen during the update process.**
Initiate the update process. The software update takes approximately 25-30 minutes to complete.
19. Did the update fail after insertion of the USB flash drive into the USB port?
 - YES>>> For **LD and LA vehicles** proceed to [Step 20](#).
For **WD and WK vehicles** proceed to [Step 21](#)
 - NO>>> Proceed to [Step 22](#).
20. **NOTE: Perform the following step for LD and LA vehicles only if the update attempt failed.**
Leave the USB inserted in the USB port and perform the following:
 - a. Shut the vehicle off.
 - b. Remove fuse **F37** from the Power Distribution Center (PDC). The PDC is located in the trunk on the right-hand side of the vehicle.
 - c. Wait five minutes. Re-insert fuse and re-start update procedure at [Step 13](#).

21. **NOTE: Perform the following step for WD and WK vehicles only if the update attempt failed.**
Shut the vehicle off and perform the following:
- NOTE: If the vehicle is equipped with Engine Stop/Start (ESS), make sure to disconnect the main 12V battery and the auxiliary 12V battery.**
Disconnect the battery(ies).
 - Wait two minutes to ensure a full power down sequence.
 - Connect the battery(ies) and re-start the update procedure at [Step 13](#).
22. Wait for the "Update Successful" screen ([Fig. 9](#)) . Once the screen is shown, remove the USB flash drive from the USB port.



Fig. 9
Update Successful Screen

23. Wait for the radio to re-boot and completely startup, displaying vehicle type splash, disclaimer, and main radio screens.
24. Verify the software version is 1703.50 by re-inserting the USB flash drive into the USB port. Did the Software Update popup again, displaying the following: "Current: 1703.50 Update to 1703.50 Approx. time: 18 minutes"?
- YES>>> The software update is complete, press cancel then remove the USB flash drive from the USB port.
 - NO>>> Verify the file sizes on the USB flash drive to ensure they are correct and then attempt the update again. Re-start at [Step 12](#).
25. Take the vehicle out of Customer Mode and return to Ship Mode. Turn the vehicle ignition to "Run", Turn the Hazard Warning Flashers on and Push the "Up" button on the steering wheel controls.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-PX	Radio, Check Software Level for RRT (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-PZ	Radio, Software - Create USB Jump Drive From CD or Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-PY	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.

NOTE: The “One Time Only” LOP is used one time per dealer when downloading the software onto a USB flash drive. 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 18 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 depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.

- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C’s must be supplied.
- The failure code “RF” (Required Flash) can no longer be used on Service Bulletin flashes. The “RF” failure code can only be used on RRT.
- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.

CC	Customer Concern
RF	Required Flash