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GROUP: 08 - Electrical

DATE: October 3, 2019

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SUBJECT:

UKV Radio Enhancements

OVERVIEW:

This bulletin involves inspecting and if required, updating the radio software level to 28.3.

MODELS:

2019 (WK) Jeep Grand Cherokee

NOTE: This bulletin applies to vehicles within the following markets/countries: APAC (China).

NOTE: This bulletin applies to vehicles built on or after July 24, 2018 (MDH 0724XX) and built on or before June 15, 2019 (MDH 0615XX) equipped with an Uconnect 4 NAV With 8.4" Display (Sales Code UKV).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- Display screen turns yellow.
- Warning chime will not turn off.

In addition, the following software enhancements are available:

- Bluetooth improvements.
- Voice Recognition (VR) improvements.
- Radio stability improvements.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (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 the customer describes any of the symptom/conditions listed above, perform the Inspection Procedure.

INSPECTION:

1. Verify the radio software version. Radio must be in Dealer Mode to verify. To put the radio in Dealer Mode, follow these steps:
 - a. Press and hold both lower corners of the display screen, until the Dealer Mode screen appears (approximately seven seconds). Release buttons.
 - b. Select "Radio Part Information". The software level will be listed next to "Application Version".
2. Is the radio software level "Application Version" currently at or higher than 28.3 (Fig. 1) ?
 - YES>>> The radio software is already up to date. Normal diagnostic should be performed.
 - NO>>> The radio software needs to be updated. Back out of Dealer Mode and proceed to [Step 1](#) of the Repair Procedure.



Fig. 1
Radio Software Level Screen

REPAIR PROCEDURE:

1. Has a **16GB** USB flash drive been created?
 - YES>>> Proceed to [Step 11](#).
 - NO>>> Proceed to [Step 2](#).
2. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.
3. 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.

4. Use a blank USB flash drive with at least 16GB of space. Follow the on-screen instructions to download the software files.
5. Download the software update file to your local PC’s desktop. Make sure to select the “MAC” radial button for all downloads ([Fig. 3](#)) .

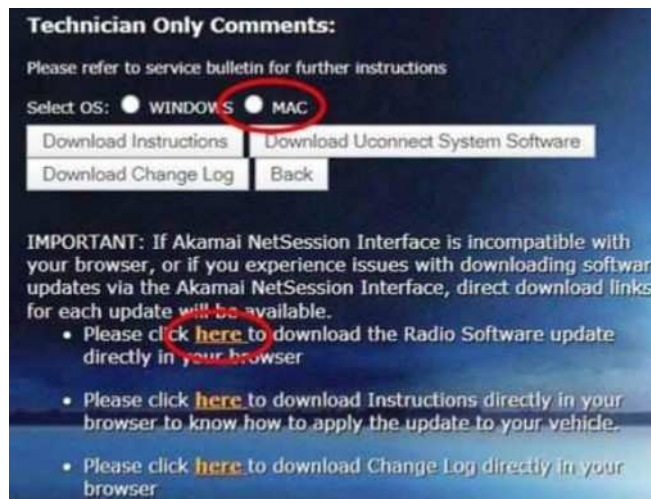


Fig. 3
MAC Download Steps

6. Be sure to download the file to your designated folder before extracting the zip file to the blank USB flash drive.
7. A blank USB flash drive will be needed for each radio update. Additional updates can not be on the same USB flash drive.

- 8. Extract the downloaded zip file to the designated USB flash drive (Fig. 4) and (Fig. 5) .
NOTE: It may take a few minutes for an accurate extraction time to be displayed.

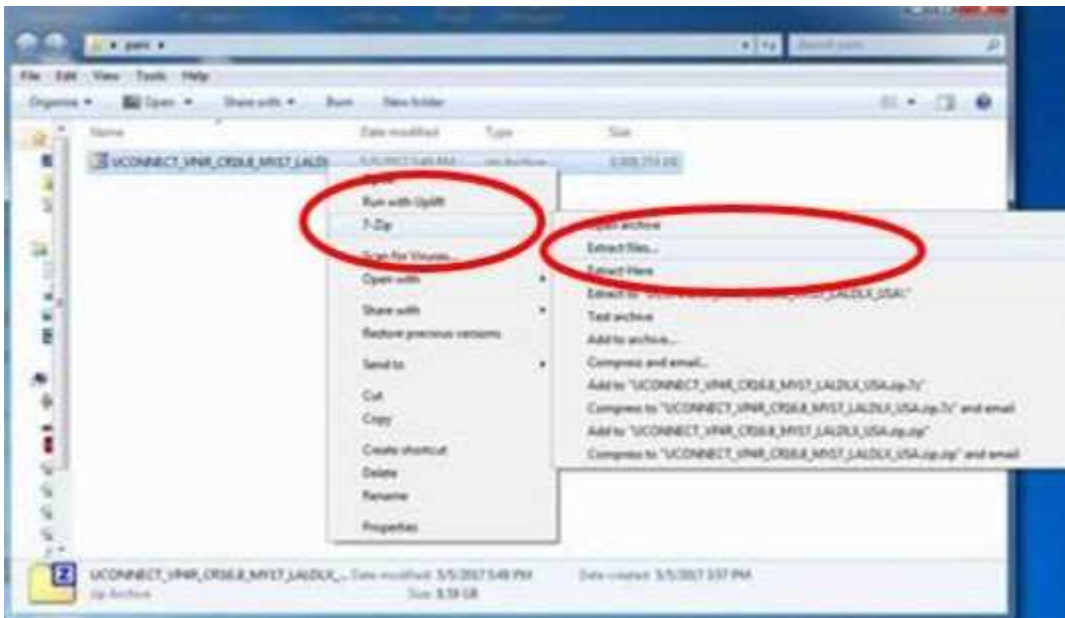


Fig. 4
Zip File Extraction



Fig. 5
Saving File To USB

CAUTION! DO NOT remove the USB flash drive during the update.

9. Verify the content on the flash drive matches (Fig. 6) for navigation equipped radios.

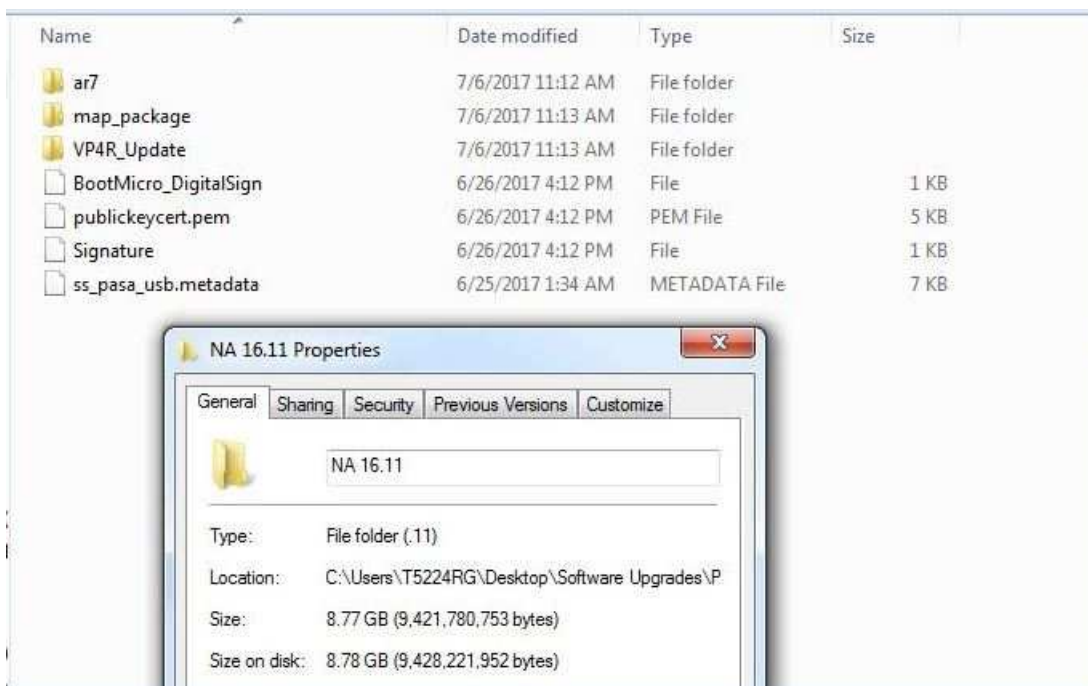


Fig. 6
Navigation Radio Files

10. 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 Codes.

11. Place the ignition to the “RUN” position and insert the correct USB flash drive with new software into the USB port.

CAUTION! Make sure no other device is plugged into any of the USB ports while performing this re-program. If other devices are connected to USB ports during re-programming, it may cause failure of files to be loaded which may cause the radio to need replacement.

12. If the screen in (Fig. 7) is displayed, the USB flash drive was not set up correctly. Use a top name brand USB flash drive like Kingston and create a new flash drive and start the update again.



Fig. 7
Software Not Compatible

NOTE: This ignition does not have to be turned off to perform this update. If the ignition is turned off before the two minute timer has expired, the update will be canceled (Fig. 9) .

13. Once the system has verified there is an available update, touch the "Update Now" button (Fig. 8) . Make sure the vehicle is in park. **Do NOT turn off the ignition at this point.**

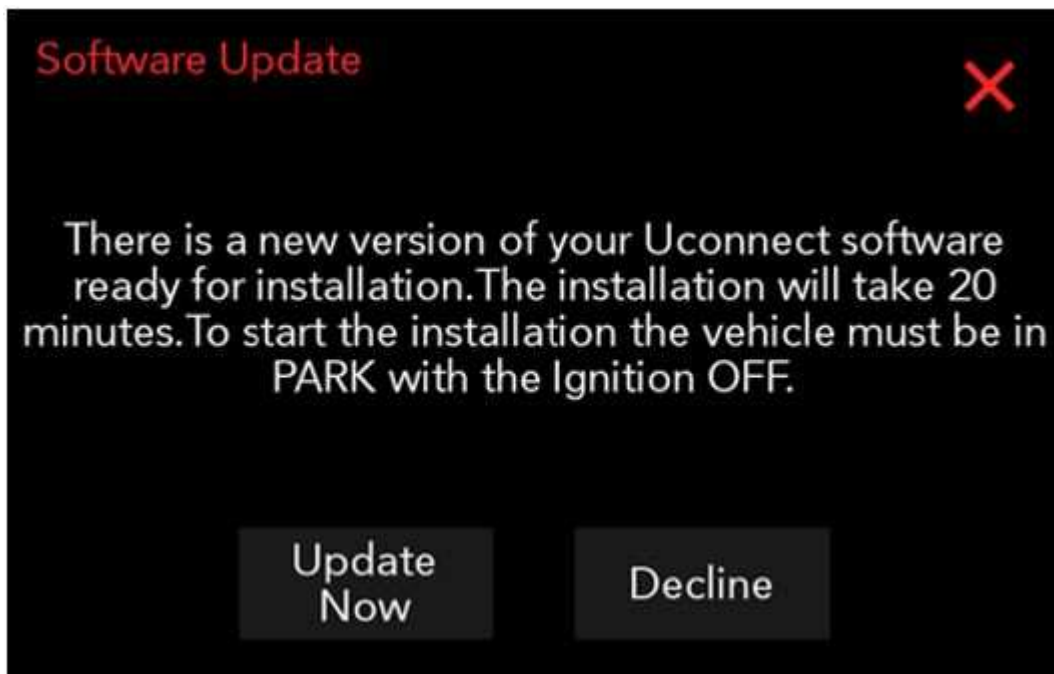


Fig. 8
Software Update Is Available

- 14. The ignition can be turned to the “off” position **after** the two minute timer has expired. The ignition can be cycled to the “run” position to monitor update status (Fig. 9) .

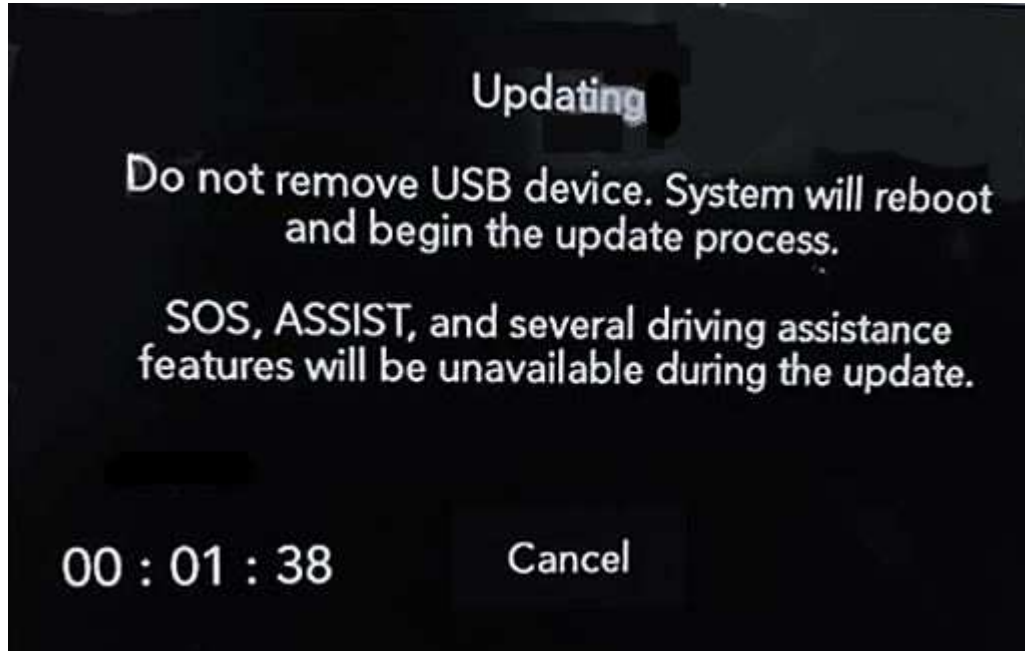


Fig. 9
Radio Update Process Begins

- 15. The radio will reboot and the update will begin (Fig. 10) .



Fig. 10
Software Update In Progress

16. Once the update has completed, the radio will reboot. With the USB flash drive still inserted in the USB port and the ignition in the “RUN” position, the software version screen will be displayed (Fig. 11) . Press “OK” and remove the USB flash drive.



Fig. 11

Software Levels (The Figure is For Reference Only)

17. Press the “Nav” icon at the bottom of the touchscreen. Verify that the navigation menu comes up on the screen.
18. Using wiTECH, clear all DTCs that may have been set in any module due to reprogramming.

NOTE: The vehicle may require a 40 minute sleep cycle to return to full functionality.

NOTE: After performing the radio update, the radio display screen may have a ghost image that will not clear, even after turning off the ignition. This ghost image may appear on any radio screens selected. Do not replace the radio for this concern. Turn the vehicle off and allow the radio and vehicle to enter a full power down cycle. A full power down cycle may take between 45 to 60 minutes.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|---------------------|---|---------------------------------|----------|
| 18-60-02-Z5 | Create USB Jump Drive from Uconnect Website for UKV Vehicles (One Time Only) (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 18-60-02-Z6 | Check Radio Software Level and Perform Software Update (0 - Introduction) | 6 - Electrical and Body Systems | 0.4 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 13 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

The dealer must use failure code CC with this 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 (customer’s concern, cause and correction) must be provided for processing Service Bulletin flash/reprogramming conditions.

| | |
|----|------------------|
| CC | Customer Concern |
|----|------------------|