SUBJECT:
UAG UCG and UDG Radio Enhancements

OVERVIEW:
This bulletin involves updating the radio software level to 23.02.30.16

MODELS:

2018	(BU)	Jeep Renegade
2019	(BV)	Jeep Renegade

NOTE: This bulletin applies to vehicles within the following markets/countries: North America..

NOTE: This bulletin applies to vehicles equipped with one of the following radios:

- **Uconnect 4 with 7" Display (Sales Codes UAG, UDG or UCG).**

SYMPTOM/CONDITION:
Customers may experience the following:

- Radio changes distance, temperature and time format, after a network deep sleep.

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 the symptom/condition listed above perform the Repair Procedure.

REPAIR PROCEDURE:

NOTE: Updating the radio's software may cause the radio to reset back to factory default settings. The customer should be advised that they may need to reset the personal settings, theme, color, presets and favorites. Phones may need to be paired again.

1. Has a USB flash drive been created?
   - YES>>> Proceed to Step 7.
   - NO>>> Proceed to Step 2.
2. Go to DealerCONNECT> Service> Uconnect Command Center> Uconnect> 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. 1) Press No to continue.

Fig. 1
Pop-up Security Message

NOTE: A blank USB flash drive must be used to download the software. Only one software update can be used on one USB flash drive.

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. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads (Fig. 2) .
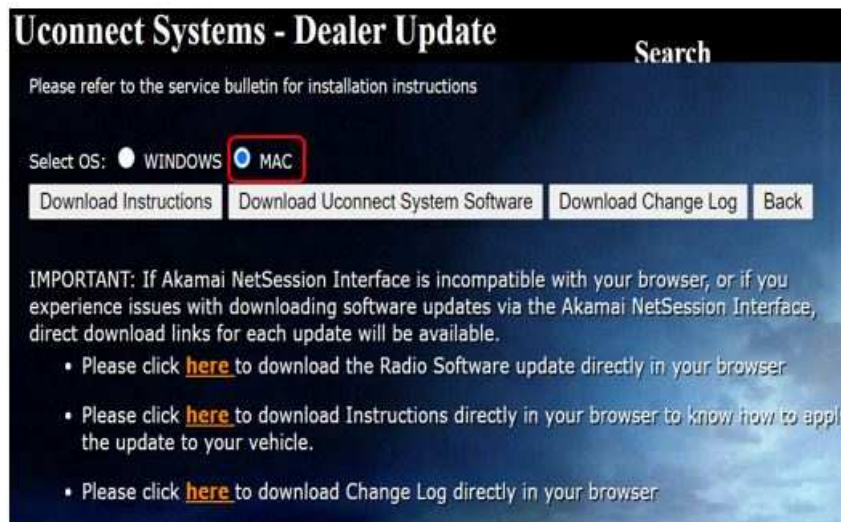

Fig. 2
MAC Download

5. To download the software files to a USB flash drive, follow the on-screen instructions and perform the following:

- Blank USB flash drive needs to be formatted as FAT32.
- Acquire a blank USB flash drive with at least 4 GB of space.
- Download the software update file to your local PC's desktop.
- Be sure to extract the file before copying it to the blank USB flash drive.
- One blank USB flash drive will be needed for each radio updated. Additional updates can not be made on the same USB flash drive.
- Once the file is saved to the USB flash drive, it is recommended you physically label the USB flash drive with the bulletin number and proper radio Sales Codes.

NOTE: The engine should be running and radio powered on during the update.

NOTE: There will be a variety of screens displayed throughout the update process, including black screens.

6. Download extracted file to blank USB flash drive (Fig. 3) .

Fig. 3
Files on USB Flash Drive

7. Insert the correct USB flash drive with new software into USB port.

8. The next screen display will have the current and update software levels. The radio will be updated to 23.02.30.16

9. Is the radio at software level 23.02.30.16 or higher?

   - YES>>> The radio software is already up to date. Normal diagnostics need to be performed.
   - NO>>> The radio software needs to be updated. Proceed to Step 10.

NOTE: If the radio software level is at or above the level on the USB flash drive, DO NOT perform the update.

10. Press the soft key "Yes" to start the update.

NOTE: DO NOT cycle the ignition or touch the radio during the update process.

11. The update may take up to 14 minutes to load. No other actions will be needed to initiate the update.

NOTE: There will be a variety of screens displayed throughout the update process. A black screen will appear multiple times in the process for a few minutes (Fig. 4) .
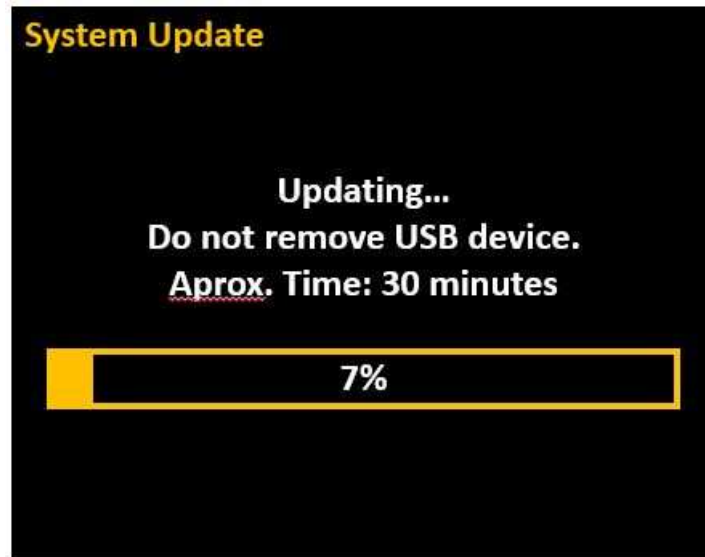

Fig. 4
Percentage Completed Screen

NOTE: DO NOT remove the USB at any point of the update process.

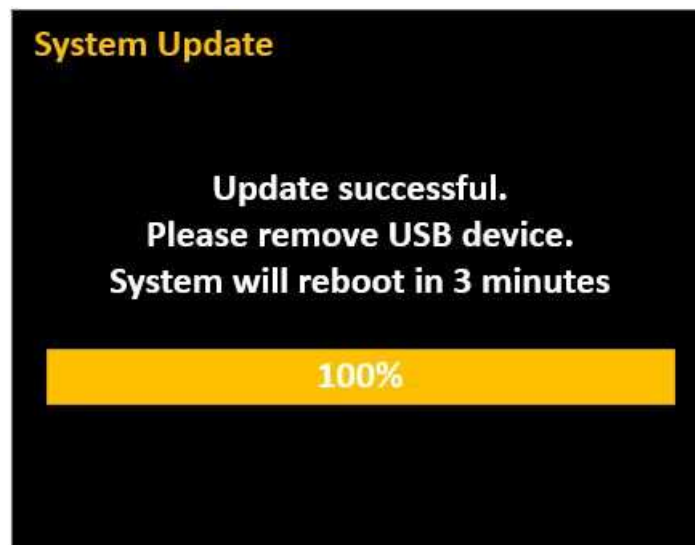12. After the update is done the screen will display "Update successful" see (Fig. 5) .

Fig. 5
Update Successful Screen

13. Remove the USB flash drive from the USB port.

NOTE: Do not turn off the vehicle, the update has not been completed. The update will be completed when the radio displays a normal operating screen.

14. Reinstall the USB flash drive into the USB port. The screen will display the current and updated software levels.

15. Do both software levels read 23.02.30.16?

  - YES>>> Proceed to Step 16.
  - NO>>> Perform the software update again. Proceed to Step 10.

NOTE: If the software update has failed twice, normal diagnostic should be performed, the radio may need to be replaced.

16. Remove the USB flash drive from the USB port. This bulletin has been completed.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-BH	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.8 Hrs.
18-60-02-BJ	Radio, Check Software Level and Perform Software Update Radio LOP (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.

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