



**NUMBER:** 08-046-21

**GROUP:** 08 - Electrical

**DATE:** March 23, 2021

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**SUBJECT:**

UGQ Radio Enhancements

**OVERVIEW:**

This bulletin involves inspecting the software level to see if the radio needs one or two USB flash drive(s) to update the radio software level to 39.2.

**CAUTION!** It is critical that every step of the bulletin is reviewed and performed properly. If any steps are missed, the radio can be damaged and may need to be replaced.

**MODELS:**

2019 (JL) Jeep Wrangler

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

**NOTE:** This bulletin applies to vehicles built on or after July 23, 2018 (MDH 0723XX) and on or before July 25, 2019 (MDH 0725XX) equipped with an Uconnect 8.4 navigation radio (Sales Code UGQ).

**SYMPTOM/CONDITION:**

Customers may experience one or more of the following:

- Radio screen turns black when the ignition is on.
- The radio resets.
- Audio sometimes inoperative for the entire ignition cycle.
- Language setting reverting from customer set language to Italian language.
- Message displayed "TomTom live services unavailable".
- Frequent pop-ups during startup saying device not connected - Uconnect LIVE.
- Loss of radio presets.
- Incorrect navigation address/location/directions.
- Navigation stuck on loading screen or not appearing at all.
- Issues regarding zoom/scrolling feature on map.
- Navigation settings not persisting.
- Intermittently, the radio screen will black out after key is turned on.
- Navigation screen freezes after a Voice Recognition (VR) command.
- Warning chime will not turn off.
- Radio display black, except application bar.
- Audio distortion heard during phone calls and CarPlay.
- Uconnect Live feature may not function properly.

In addition, the following software enhancements are also available:

- Voice Recognition (VR) and Bluetooth improvements.
- Russian language enhancements.

**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 Inspection Procedure.

**INSPECTION:**

1. Verify the radio software version. Radio must be in Dealer Mode to verify by following these steps:
  - a. Press and hold both lower corners of the display screen, until the Dealer Mode screen appears (approximately seven seconds). Release screen.
  - b. Select "Radio Part Information". The software version will be listed next to "Application Version" (Fig. 1).



Fig. 1

Radio Software Level Screen

2. What is the radio software level (Application Version) at?
  - 39.2 or higher >>> The radio software is already up to date. Normal diagnostics should be performed.
  - At or above 28.3 and under 39.2 >>> The radio will only need one USB flash drive to update the radio. Create a USB flash drive with 39.2 software. Proceed to [Step 1](#) of the Repair Procedure.

**NOTE: Two USB flash drives will be needed to perform a two step update. Only one software update can go on one USB flash drives.**

- At or above 19.10 and under 28.31 >>> The radios will need two USB flash drives to update the radio. Create two USB flash drives, one with 28.31 software and one with 39.2 software. Proceed to [Step 1](#) of the Repair Procedure.

**REPAIR PROCEDURE:**

**NOTE:** Before and after any single phase of update is **MANDATORY** to take a Vehicle Scan Report by wiTECH. Scan reports can be requested during warranty claim assessment; failing to show them can result in refusing to pay the warranty claim.

**CAUTION!** Updating the radio directly from software level IR-19, IR-21 or IR 22, to QR-39.2 will cause the radio to be damaged and it will need to be replaced. Always remember to properly perform the two step update if required.

1. Using wiTECH create a Vehicle Scan Report and save a copy to the work order.
2. Has a **4GB** USB flash drive been created?
  - YES >>> Proceed to [Step 10](#).
  - NO >>> Proceed to [Step 3](#).

**NOTE:** When downloading the software file(s) from the Uconnect site, always select the **MAC** version, regardless of the computer being used.

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 Warning**

**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 4GB 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) .

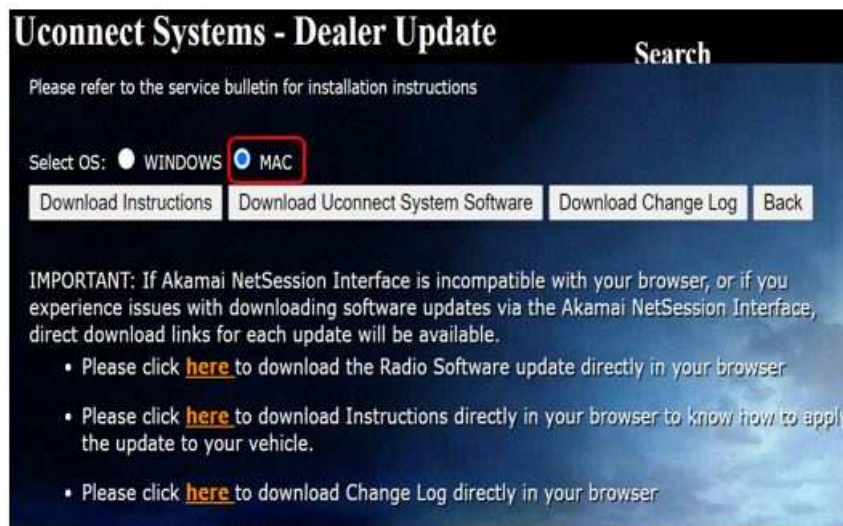


Fig. 3

#### 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.

**NOTE: A blank USB flash drive will be needed for each radio update, additional updates cannot be on the same USB flash drive.**

8. Unzip all the files to the root folder of USB flash drive. Files should not be within a zip folder. Your USB files should look like (Fig. 4) when you open it.

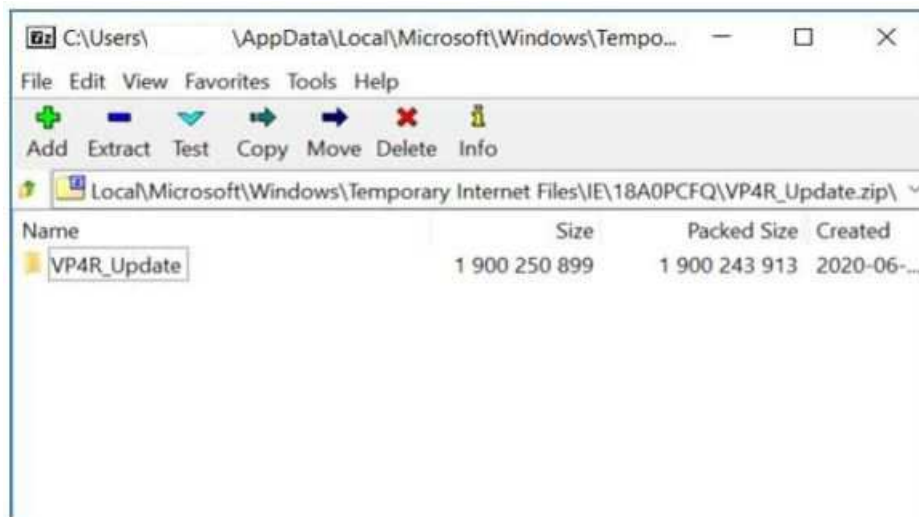


Fig. 4

#### Files/Folders In The USB Flash Drive

9. Once the file is extracted to the USB flash drive, it's recommended to label the USB flash drive with the bulletin number and proper software level.
10. Start the vehicle and insert the correct USB flash drive with new software into the USB port. Make sure if this is a two step update always start with the lower (28.31) software level first.

**CAUTION!** Make sure no other device is plugged into any of the USB ports while performing this update. 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.

11. If the screen in (Fig. 5) is displayed, the USB flash drive was not set up correctly. Use a top name brand USB flash drive, like Kingston, create a new USB flash drive and start the update again.



Fig. 5  
Software Not Compatible Screen

12. If the radio software is already up to date, the screen in (Fig. 6) will be displayed. Press "OK" and remove the USB flash drive.

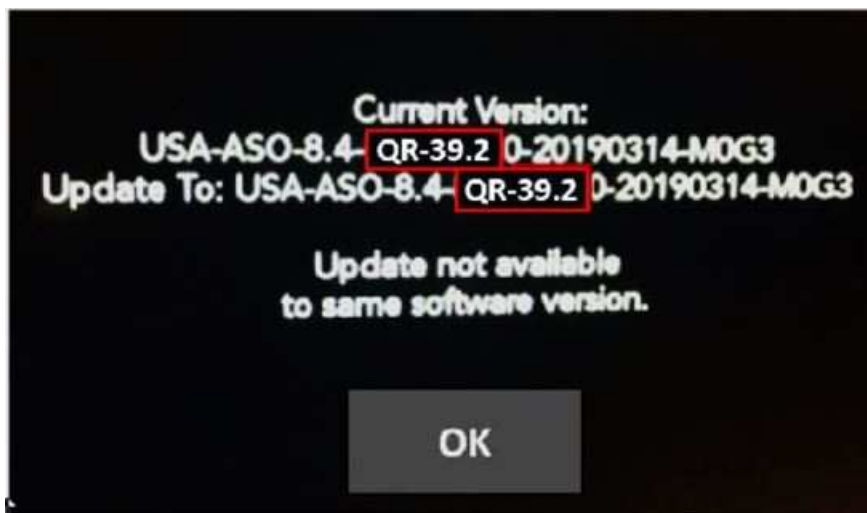


Fig. 6  
Screen Displayed When Radio Software Level Is Up To Date

**NOTE:** If the ignition is turned off before the two minutes has expired, the software update will be canceled. The ignition does not have to be turned off to perform this updated (Fig. 8) .

13. Once the system has verified there is an available update, press the “Update Now” button. Make sure the vehicle is in park, **DO NOT turn the ignition off (Fig. 7)** .

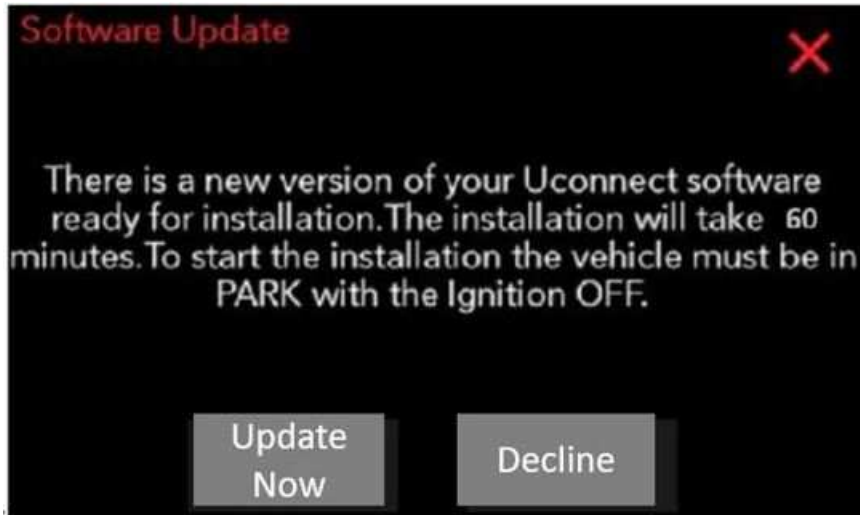


Fig. 7  
Software Update Is Available

14. When the radio starts updating, the updating screen (Fig. 8) will be displayed.

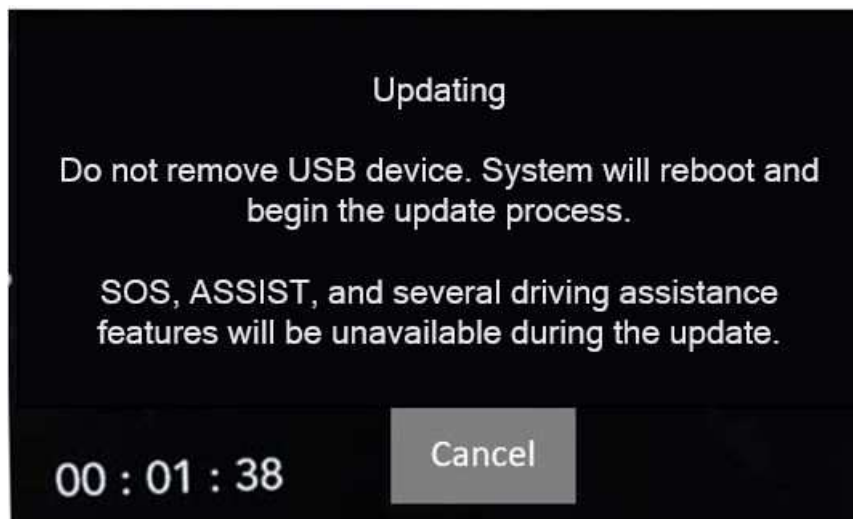


Fig. 8  
Updating Screen

15. The radio will reboot and the update will begin. The update should only take 25 minutes, the timer on the screen may display the incorrect time remaining (Fig. 9) .

**NOTE:** The completion indicator may not reach 100%, even though the software update has been completed. Once the software update has finished, the radio and display screen will turn off.

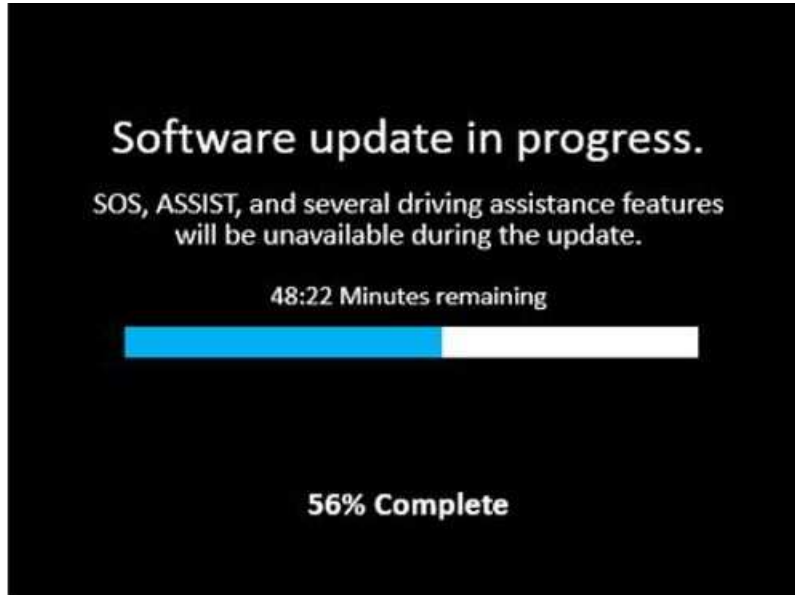


Fig. 9  
Software Update In Progress Screen

16. After the update has completed, the radio will shut down. With the USB flash drive still inserted in the USB port, cycle the ignition back to the run position. If the radio software was updated correctly the “Current Version:” and the “Update To:” software levels in (Fig. 10) will display the identical software level. Press “OK” and remove the USB flash drive.

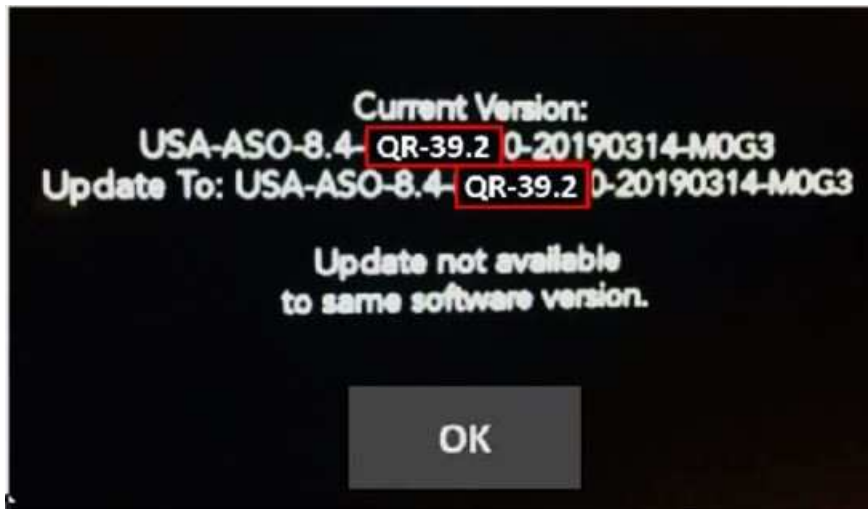


Fig. 10  
Radio Software Has Been Updated Screen

17. Cycle off the ignition, open and close the driver door and let all modules go into a sleep mode.
18. Using wiTECH create a Vehicle Scan Report and save a copy to the work order.
19. What was the radio software level after this update was completed?
  - 39.2 >>> The radio download has been completed. Proceed to [Step 20](#) of the Repair Procedure.
  - 28.31 >>> The 2nd phase of the radio update needs to be performed. Proceed to [Step 1](#) of the Repair Procedure.
20. Check if the navigation is working properly by pressing the 'Nav' button on the bottom tool bar. Verify the navigation map loads properly.
21. If the radio or navigation software didn't update properly or the navigation map doesn't load, attempt the software update one more time. If the software doesn't update properly or the navigation doesn't work, the radio may need to be replaced.
22. Using the wiTECH, clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

**NOTE: After performing the radio update, the radio display screen may have a ghost image that will not clear even after cycling 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 five minutes.**

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-60-02-9S	Radio, Inspect Software Level and Perform Software Update ( <b>ONE Update</b> ) UGQ (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
18-60-02-9T	Radio, Inspect Software Level and Perform Software Update ( <b>TWO Updates</b> ) UGQ (0 - Introduction)	6 - Electrical and Body Systems	0.9 Hrs.
18-60-02-9Q	Radio, Software - Create USB Jump Drive From Uconnect Website ( <b>One Time Only</b> ) UGQ Radio MR28.3 (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-9R	Radio, Software - Create USB Jump Drive From Uconnect Website ( <b>One Time Only</b> ) UGQ Radio QR39.2 (0 - Introduction)	6 - Electrical and Body Systems	0.2 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 the radio 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
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