



NUMBER: 08-105-21

GROUP: 08 - Electrical

DATE: June 23, 2021

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This bulletin supersedes Technical Service Bulletin (TSB) 08-037-20 REV. A, date of issue July 25, 2020, which should be removed from your files. All revisions are highlighted with **asterisks**** and include new software, RU vehicles, additional symptoms, notes and LOPs**

SUBJECT:

UAV and UCV Radio Enhancements

OVERVIEW:

This bulletin involves inspecting and if required, updating the radio software level to: ****39.5.****

MODELS:

| | | |
|------------------------|------|---------------------|
| 2019 - 2020 | (WK) | Jeep Grand Cherokee |
| **2019 - 2020** | (RU) | Chrysler Pacifica |

NOTE: This bulletin applies to vehicles within the following markets/countries: North America (U.S. and Canada).

NOTE: This bulletin applies to vehicles equipped with an Uconnect 4C NAV With 8.4 Display (Sales Code UAV or UCV).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- ****Lost radio presets.**
- High pitch squeal, pop or humming sound coming from all of the speakers.
- SXM favorite song list empty.
- Radio display screen is black when the ignition is on.
- Radio may reset/reboots, turn itself off and then back on again.
- Radios resets when a Bluetooth paired phone receives two text messages one after another simultaneously after approximately seven seconds. (ABD sales code).
- Incorrect navigation address/location/directions.
- Navigation stuck on loading screen or not appearing at all.
- Lost navigation settings.******
- Speaker crackling noise on non amplified vehicles (UAV Only).
- Active call not transferred to vehicle Bluetooth® (UAV Only).
- Voice Recognition (VR) not understanding commands to switch sources (UAV Only).
- Bluetooth phonebook not available (UAV Only).
- "Setting" button removed after ignition cycle (UAV Only).
- Coolant temperature value incorrect (UAV Only).
- Speaker crackling noise.

**In addition the following enhancements are included:

- Bluetooth improvements.
- VR improvements.
- Improve Navigation zoom and scrolling feature on map.**

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:

CAUTION! **The repair procedure must be followed step by step. If the radio is not updated with the correct software level at the correct time the radio can be damaged. If the radio was damaged by not following the repair procedure the radio may need to be replaced.**

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) .

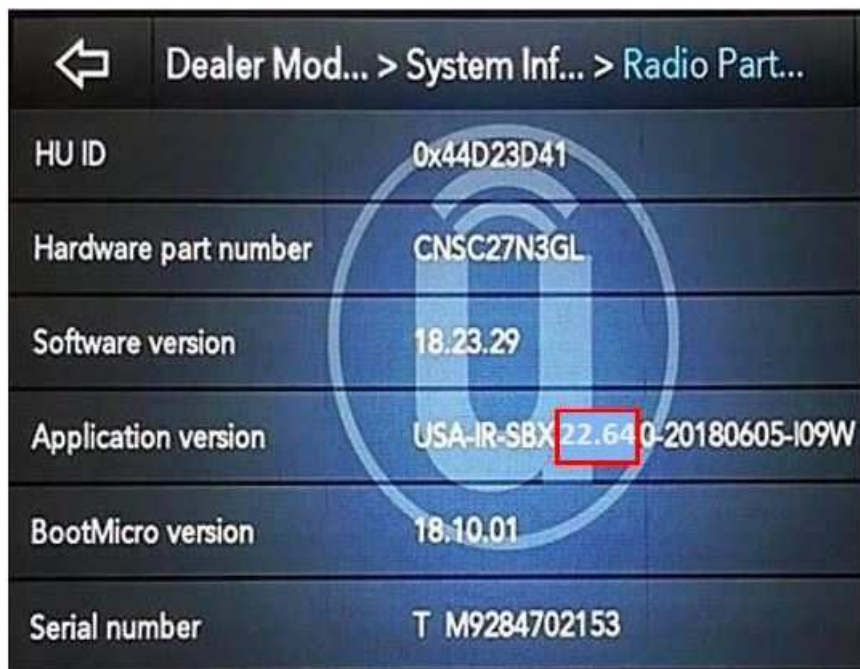


Fig. 1
Radio Software Level Screen

2. What is the radio software level (Application Version) at?
 - 39.5 or higher >>> The radio software is already up to date. Normal diagnostics should be performed.
 - At or above 22.64 and under 39.5 >>> Proceed to [Step 1](#) of the Repair Procedure.

CAUTION! If this software is used on a radio with software level under 22.64, it could damage the radio. If the radio is damaged it may need to be replaced.

- Under 22.64 >>> This bulletin does **not** pertain to this radio. Normal diagnostic should be performed.

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.**

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: 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.

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**

5. Use one blank USB flash drive with at least 4GB of space for each software file. Follow the on-screen instructions to download the software files.

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

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) .

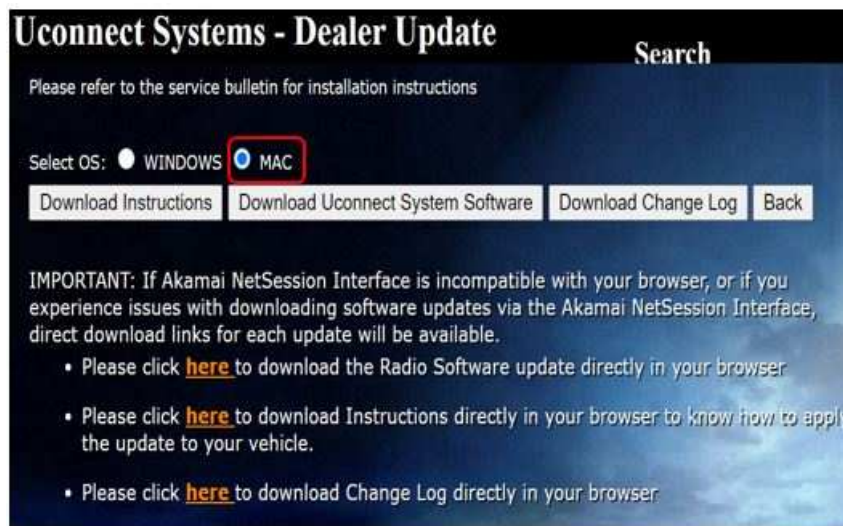


Fig. 3
MAC Download Steps

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 the file to the root folder of USB flash drive. File should not be within a zip folder. Your USB file should look like (Fig. 4) when you open it.

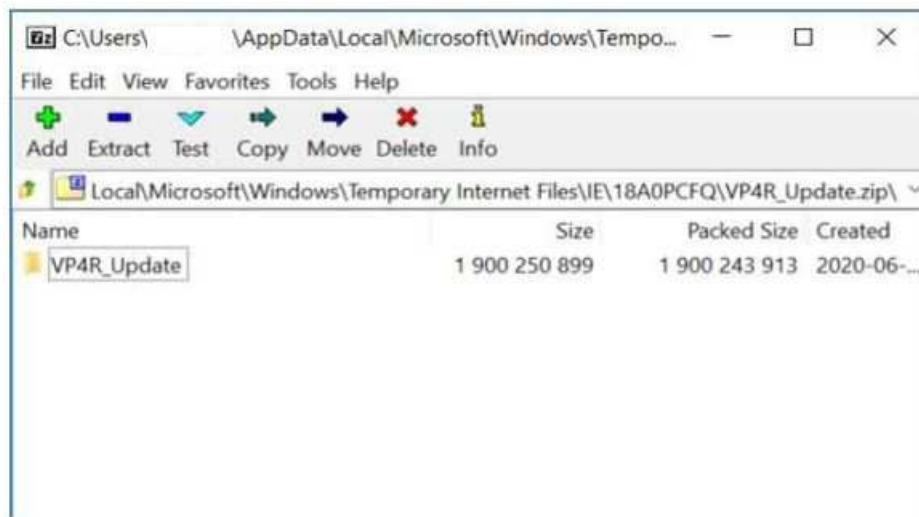


Fig. 4
Files/Folders In The USB Flash Drive

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 or three step update always start with the lower (21.7/28.41) 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.

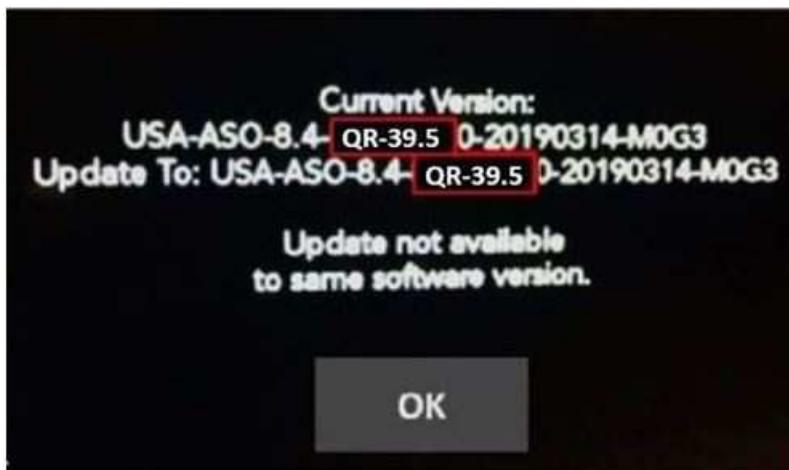


Fig. 6
Screen Displayed When Radio Software Level Is Up To Date

NOTE: If the ignition is turned off before the two minutes has expired, the software update will be canceled (Fig. 8) . The ignition does not have to be turned off to perform this updated (Fig. 7) .

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 off the ignition (Fig. 7) .

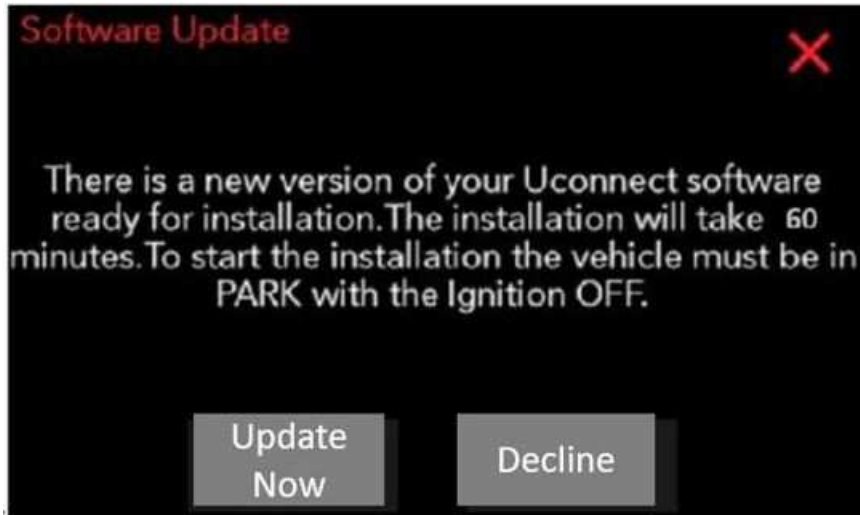


Fig. 7
Software Update Is Available

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

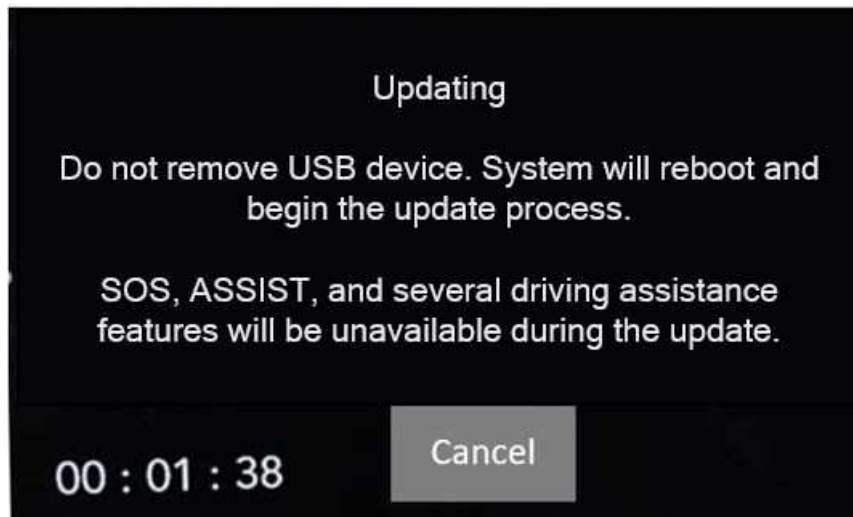


Fig. 8
Updating Screen

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.

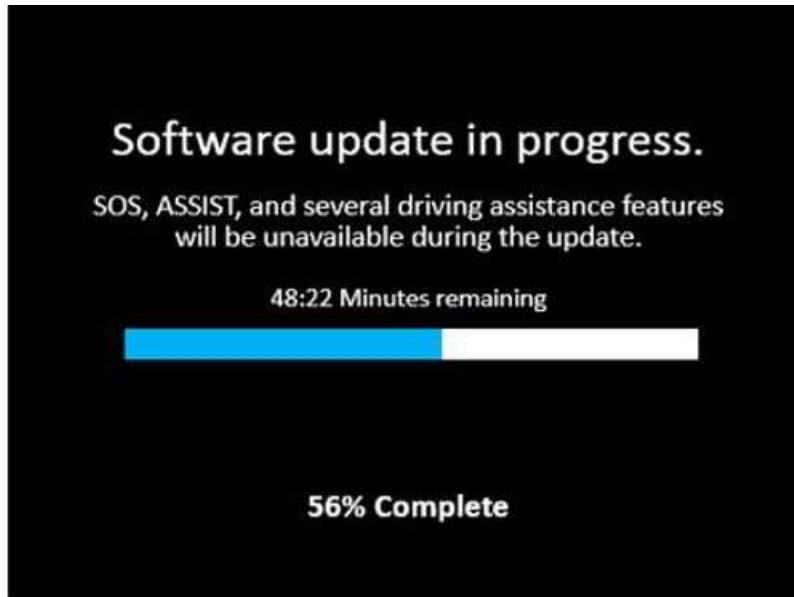


Fig. 9
Software Update In Progress

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.

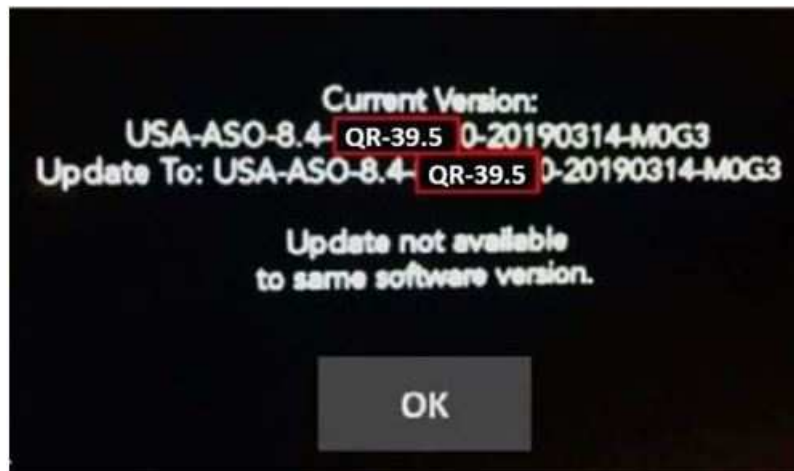


Fig. 10
Radio Software Has Been Updated

17. Cycle off the ignition, open and close the driver door and let all modules go into a sleep mode.

18. Check if the navigation is working properly by pressing the 'Nav' button on the bottom tool bar. Verify the navigation map loads properly.

19. 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.
20. Using wiTECH, clear all DTCs that may have been set in any module due to reprogramming.
21. ****Using wiTECH create another Vehicle Scan Report and save a copy to the work order.****

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 5 minutes.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|---------------------|--|---------------------------------|-------------|
| **18-60-02-DV | Create USB Jump Drive from Uconnect Website (UAV Radio) (One Time Only) (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 18-60-02-DW | Create USB Jump Drive from Uconnect Website (UCV Radio) (One Time Only) (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 18-60-02-DX | Check Radio 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.

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 |
|----|------------------|