This bulletin supersedes Technical Service Bulletin (TSB) 08-019-19 REV. B, date of issue October 3, 2019 and 08-021-19 REV. A date of issue April 04, 2019, which should be removed from your files. All revisions are highlighted with **asterisks** and include addition of WD vehicles and model years, new software level, additional Diagnosis Procedure and LOPs.

SUBJECT:
UGQ, UGV, UJV and UJQ 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.

MODELS:

**2018 - 2020	(WD)	Dodge Durango
2018 - 2021	(WK)	Jeep Grand Cherokee**

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

NOTE: **This bulletin applies to WK vehicles built on or before January 11, 2021 (MDH 0111XX) equipped with Uconnect 8.4 Navigation Radio (Sales Code UJQ), Uconnect 8.4 Navigation Radio (Sales Code UGQ), Uconnect 8.4 Navigation Radio (Sales Code UJV) or Uconnect 8.4 Navigation Radio (Sales Code UGV) and without Digital Audio Broadcasting (Sales Code RS9).

NOTE: This bulletin applies to WD vehicles equipped with an Uconnect 8.4 Navigation Radio (Sales Code UGQ) or Uconnect 8.4 Navigation Radio (Sales Code UJQ).**

SYMPTOM/CONDITION:
Customers may experience one or more of the following:

- **Voice recognition (VR) fails while road names are written in Catalan.
- After the update to software level MR-28.31, the Amperometer inside Jeep skills shows values too high.
- The radio may lose some or all programmed presets.
- Volume blocked/uncontrollable.
- Heating Steering wheel and seat SK greyed out.
- Eco Drive trips saved issue.
- Radio may reset, turn itself off and then back on again.
- Radio display screen lock up.
- Park assist chime will continue to chime after the vehicle is turned off.
- Frequent pop-ups during startup saying device not connected - Uconnect LIVE.**
- Radio will display the incorrect speed limit in kph when approaching a road speed camera **(2018 WK Only)**.
- Uconnect Live Apps restricted to only MyCar, ecoDrive and Jeep Skills **(2018 WK Only)**.
- Russian language missing in the radio setting menu **(2018 WK with UGQ Only)**.

- If the radio is set for Russian language, UConnect displays unknown symbols on the "Off Road Page" **(2018 WK with UGQ Only)**.
- Could not disable the feature for the heated seat and heated steering wheel turned on automatically at startup **(2018 WK with UGQ Only)**.

In addition the following enhancements are included:

- **Navigation improvements.
- Bluetooth improvements.
- VR improvements.**
- Russian language enhancements **(2018 WK with UGQ Only)**

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. Push and hold the front defrost, driver temperature up and temperature down buttons simultaneously until the 'Dealer Mode' screen appears (approximately seven seconds). Release buttons.

   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 28.31 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 (Fig. 2) of the Repair Procedure.

NOTE: Two USB flash drive 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.

NOTE: A 16GB USB flash drive is required for this update. The normal 4GB USB flash drive will not be sufficient.

1. Using wiTECH create a Vehicle Scan Report and save a copy to the work order.

2. Has a **16GB** USB flash drive been created?

- YES>>> Proceed to Step 10.
- NO>>> Proceed to Step 3.

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 16GB of space. Follow the on-screen instructions to download the software files.

NOTE: When downloading the navigation software file equipped with a Uconnect 8.4 navigation radio, 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) .
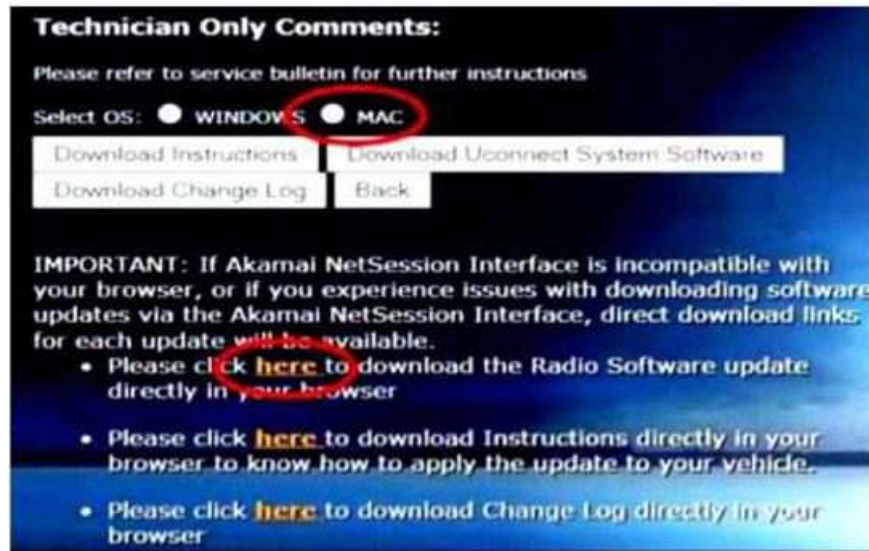

Fig. 3
MAC Download Steps

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 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, displaying multiple files/folders.
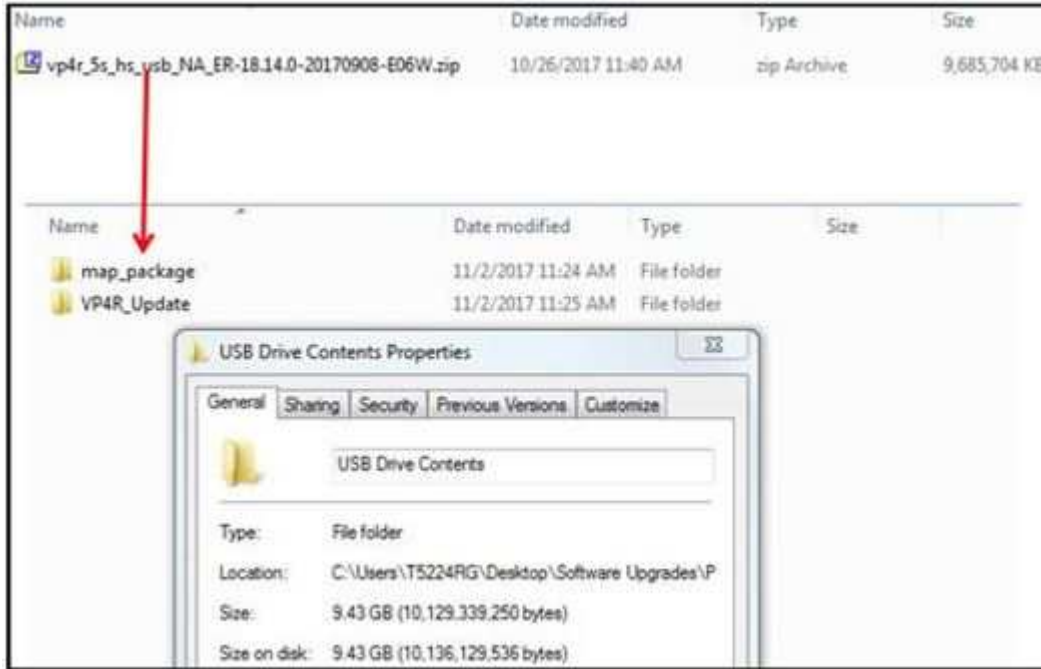
Name	Date modified	Type	Size
vp4r_5s_hs_usb_NA_ER-18.14.0-20170908-E06W.zip	10/26/2017 11:40 AM	zip Archive	9,685,704 KB

Name	Date modified	Type	Size
map_package	11/2/2017 11:24 AM	File folder	
VP4R_Update	11/2/2017 11:25 AM	File folder	

USB Drive Contents Properties

General | Sharing | Security | Previous Versions | Customize

USB Drive Contents

Type: File folder
Location: C:\Users\T5224RG\Desktop\Software Upgrades\P
Size: 9.43 GB (10,129,339,250 bytes)
Size on disk: 9.43 GB (10,136,129,536 bytes)

Fig. 4
Files/Folders In The 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 Codes.

10. Start the vehicle 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.

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 and create a new USB flash drive. Start the update again.
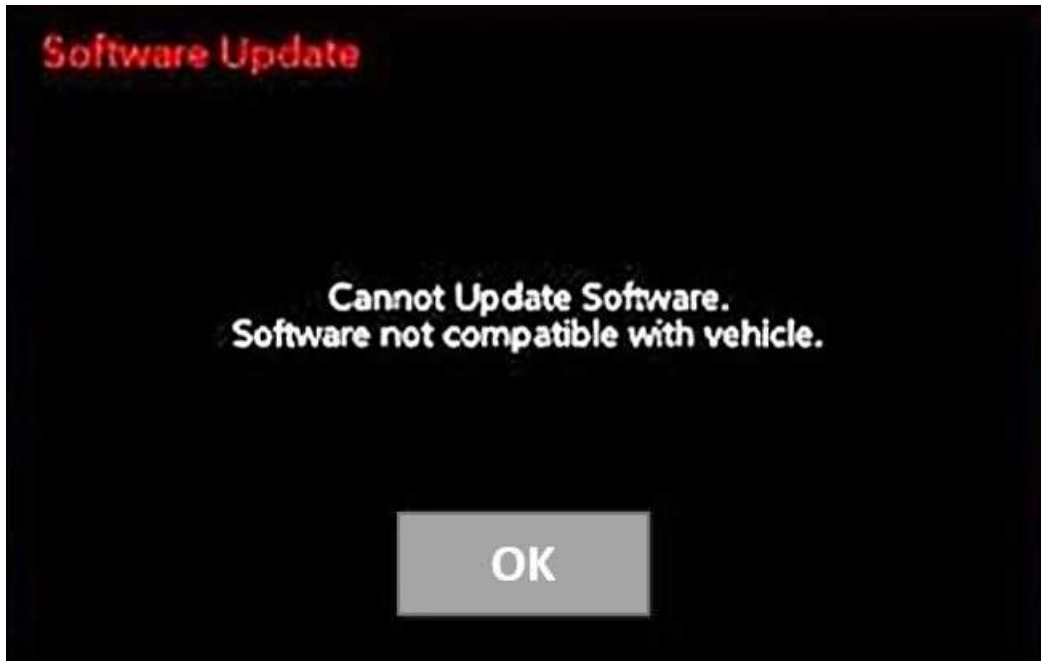

Fig. 5
Software Not Compatible

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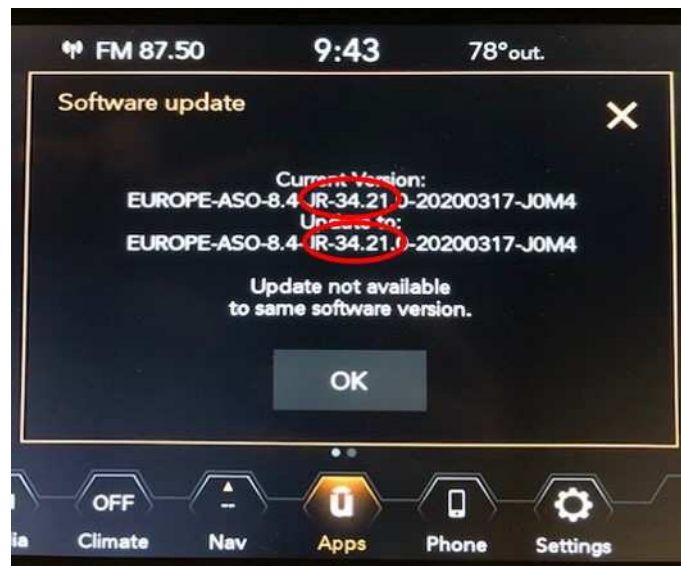

Fig. 6
Screen Displayed When Radio Software Level Is Up To Date

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 until the two minute timer has expired. The ignition doesn't have to be turned off to update the radio's software.** (Fig. 7) .
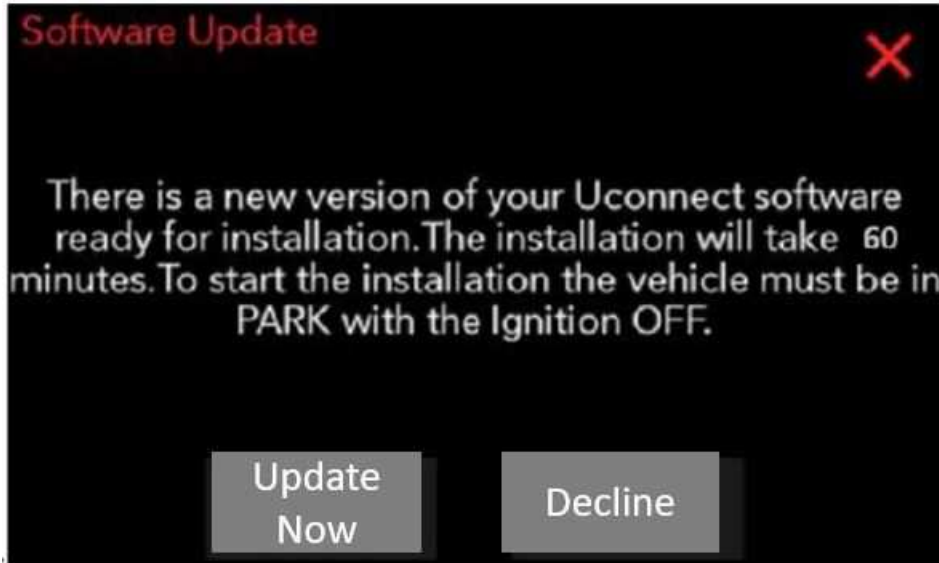

Fig. 7
Software Update Is Available

14. When the radio starts updating, the screen in (Fig. 7) will be displayed.
15. The radio will reboot and the update will begin. The update should only take 30 minutes, the timer on the screen may display the incorrect time remaining (Fig. 8) .

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. 8
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, turn the ignition back to the run position. If the radio has been updated correctly, the screen in (Fig. 9) will be displayed. Press "OK" and remove the USB flash drive.
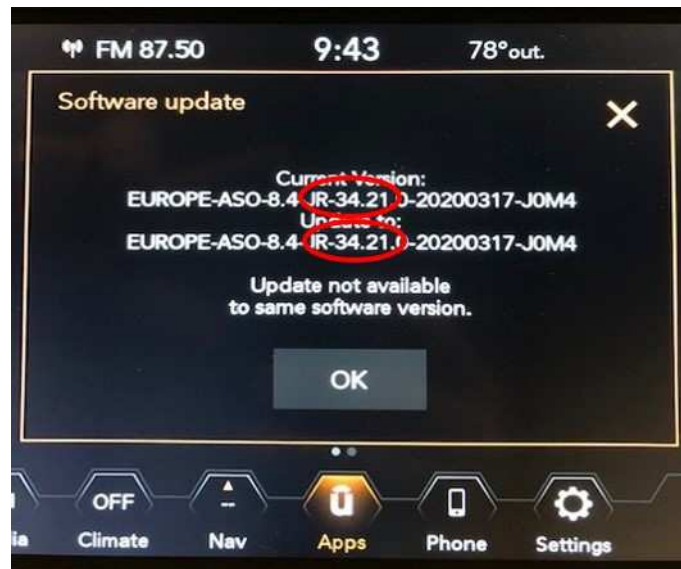

Fig. 9
Radio Software Has Been Updated.

17. Turn the ignition 'off", open and close the driver's door and let all modules go into a sleep mode.

18. What was the radio software level after this update?

- 39.2 >>> The radios download has been completed. Proceed to Step 19 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.

19. Check if the navigation is working properly. Press the 'Nav' button on the bottom tool bar. See if the navigation map loads properly.

20. 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.

21. 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 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-RR	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) UGQ Radio MR28.3 (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-RS	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) UGQ Radio QR39.2 (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-02-RT	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) UJQ Radio MR28.3 (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-02-RU	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) UJQ Radio QR39.2 (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-02-RV	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) UGV Radio MR28.3 (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-02-RW	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) UGV Radio QR39.2 (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-RX	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) UJV Radio MR28.3 (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.

18-60-02-RY	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) UJV Radio QR39.2 (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-02-SM	Radio, Check Software Level and Perform Software Update (ONE Update) UGQ or UJQ QR39.2 Only (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
18-60-02-SN	Radio, Check Software Level and Perform Software Update (TWO Updates) UGQ or UJQ MR28.3 and QR39.2 Only (0 - Introduction)	6 - Electrical and Body Systems	1.0 Hrs.
18-60-02-SP	Radio, Check Software Level and Perform Software Update (ONE Update) UGV or UJV QR39.2 Only (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
18-60-02-SQ	Radio, Check Software Level and Perform Software Update (TWO Updates) UGV or UJV MR28.3 and QR39.2 Only (0 - Introduction)	6 - Electrical and Body Systems	0.9 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