This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-084, date of issue July 01, 2021. All applicable Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RRT will expire 18 months after the date of issue.

SUBJECT:
Radio Enhancements

OVERVIEW:
This bulletin involves inspecting the software level and updating the software if needed. The software will be updated to R17.83.

MODELS:

2021	(WL)	Jeep Grand Cherokee

NOTE: This bulletin applies to vehicles within the following markets/countries: North America, LATAM, EMEA and APAC.

NOTE: This bulletin applies vehicles built on or before June 18, 2021 (MDH 0618XX) equipped with one of the following radios:.

- **Uconnect 5 W 8.4″ Display (Sales Codes UEF or UBF)**
- **Uconnect 5 Nav 8.4″ Display (Sales Codes UBL, UEL, URL or UTL)**
- **Uconnect 5 Nav 10.1″ Display (Sales Codes UBN, UEN, URN or UTN).**

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

- Ticking noise coming from audio.
- Rear temperature bar on rear climate page disappears.
- Apple Carplay® not connecting to iPhone®.
- App crashes.
- Temperature and slider bars missing on comfort screen.
- Selectable tire fill assist does not reflect unit change if unit is changed in settings

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 a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

INSPECTION:

1. Verify the radio software version, by following these steps:
   a. On the radio display screen go into "Vehicle Settings".
   b. Select ″System Information″. The software level will be listed next to ″Radio Version ″. (Fig. 1) .

Fig. 1
Radio Software Level Screen

2. What is the radio software level at?
   - R17.83 or higher >>> This bulletin has been completed. Use inspection LOP (18-60-02-EL) to close the active RRT.
   - Under R17.83 >>> The radio will need to be updated. Proceed to Step 1 of the Repair Procedure.

REPAIR PROCEDURE:

1. Has a **4GB** USB flash drive been created?
   - YES>>> Proceed to Step 10.
   - 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 4GB of space. Follow the on-screen instructions to download the software files.

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

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. Download the radio SW from DealerConnect to a blank USB flash drive. The USB flash drive should be at least 4GB and formatted to NTFS.
7. There should only be one file on the USB root directory labeled as a ".zip" folder.
8. Do not unzip the folder/file and move all contents to the root directory of the USB.

9. Once the USB flash drive have been created, 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. 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. 4) .
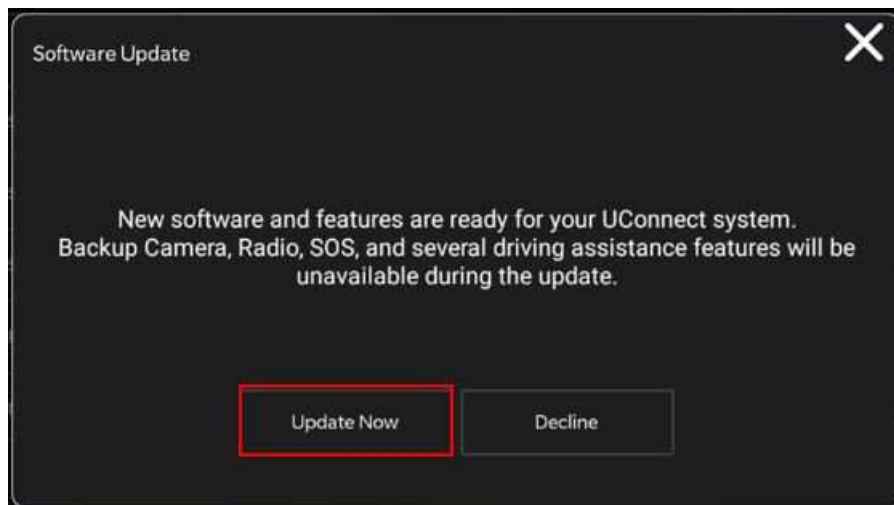

Fig. 4
Software Update Is Available

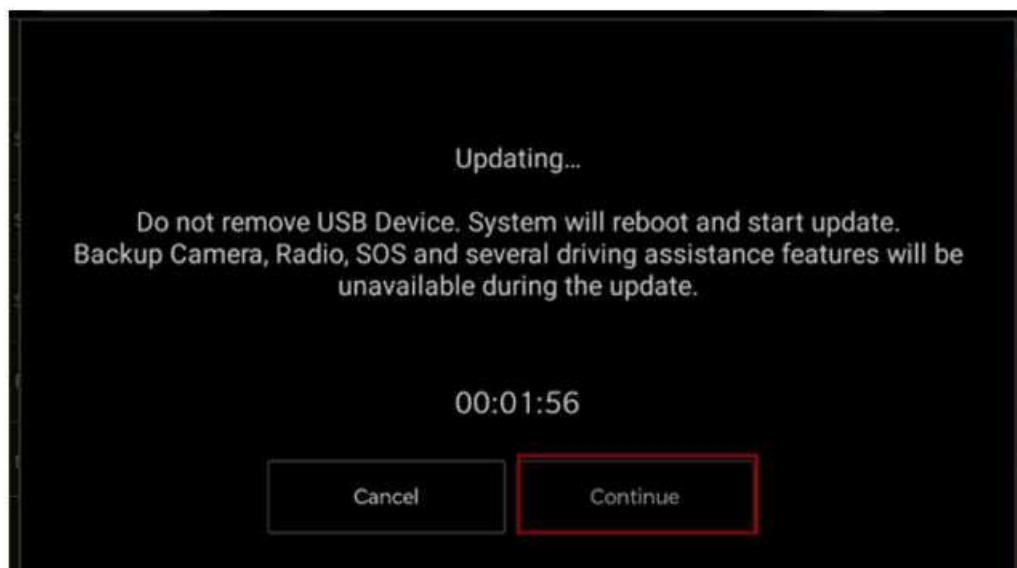12. Press the "Continue" on the display screen (Fig. 5) .

**Fig. 5**
Continue Display Screen

13. The radio will reboot and the update will begin. The update should only take 30 minutes (Fig. 6) .

NOTE: Do Not turn off the vehicle when the software update is completed and told to remove the USB flash drive.

Fig. 6
Software Update Completed

14. **Do Not** turn off the ignition at this point. The update is still in process, wait until the radio restarts and the home screen is displayed. This should take around five minutes

15. Sometimes the radio will display an error pop up " Invalid_Binary_Switch " after successful radio update. Please ignore this error message and press "OK" to continue (Fig. 7) .
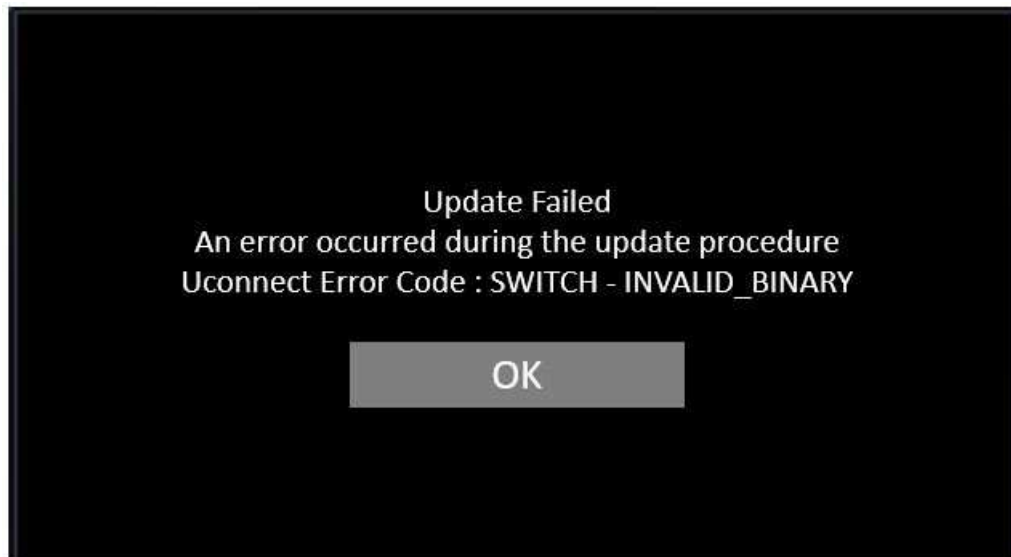
Fig. 7
Error Message
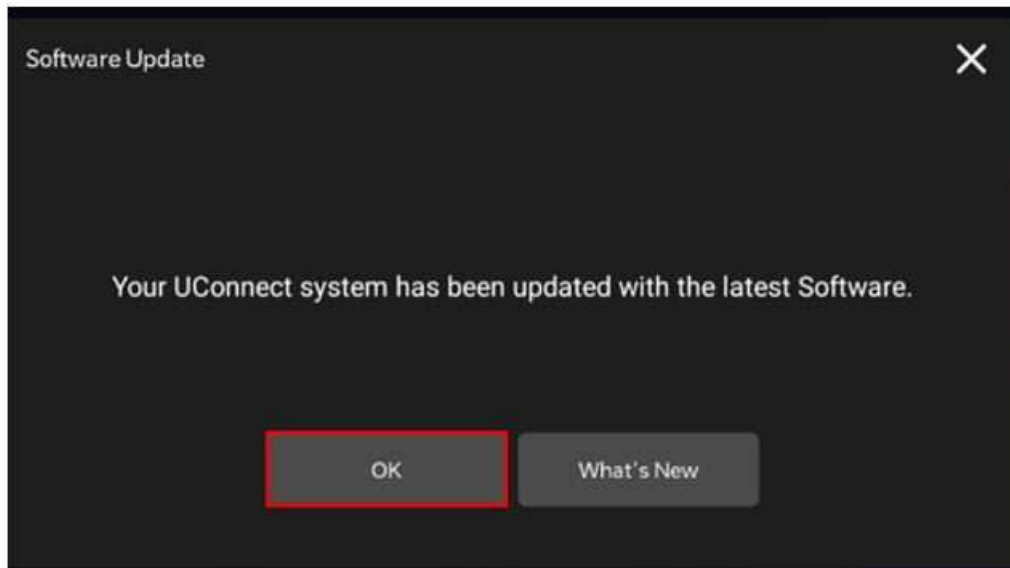
16. Press "OK" to continue (Fig. 8) .

Fig. 8
Radio Software Has Been Updated.

17. Check if the radio software has been updated. Go to "Vehicle Settings" then select " System Information" and look for "Radio version".

18. Was the radio updated to R17.83?
    - YES >>> Proceed to Step 19 of the Repair Procedure.
    - NO >>> Perform the update one more time. Proceed to Step 10 of the Repair Procedure.

19. Perform a "Factory Reset. This can be found in the radio under Vehicle Setting > Reset > Perform Factory Reset.

20. Once the reset is completed turn off the ignition open and closed the drivers door and let all modules go to sleep. Make sure the scan tool is **not** connected at this point.

21. After all the modules have been a sleep mode for five minutes, turn the ignition back on.

22. Before clearing all DTC, cycle the ignition Off and back to Run quickly (within two seconds).

23. Using the wiTECH, clear all DTCs that may have been set in any module due to reprogramming.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-EL	Radio, Check Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-EK	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-EM	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.5 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 choose which failure code to use depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.

- The "RF" failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.
- The failure code "RF" (Required Flash) can no longer be used on Service Bulletin flashes. **The "RF" failure code must be used on an RRT.**
- 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 must be supplied.

RF	Required Flash - RRT
CC	Customer Concern