



**NUMBER:** 08-180-22

**GROUP:** 08 - Electrical

**DATE:** October 4, 2022

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**This bulletin supersedes Technical Service Bulletin (TSB) 08-015-21, date of issue January 29, 2021, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include removing a symptom and adding a note.**

**SUBJECT:**

Radio Enhancements Software Level 1848.34

**OVERVIEW:**

This bulletin involves updating the radio software level to 1848.34.

**MODELS:**

2020	(DD)	RAM 3500 Cab Chassis
2020	(DP)	RAM 4500/5500 Cab Chassis
2020	(DJ)	RAM 2500 Pickup
2020	(DF)	RAM 3500 <10K Cab Chassis
2020	(D2)	RAM 3500 Pickup
2020	(LD)	Dodge Charger
2020	(LA)	Dodge Challenger
2020	(JT)	Jeep Gladiator
2020	(JL)	Jeep Wrangler
2020	(WD)	Dodge Durango
2020	(WK)	Jeep Grand Cherokee
2020	(RU)	Chrysler Pacifica
2020	(DT)	RAM 1500 Pickup
2020	(KL)	Jeep Cherokee

**NOTE:** This bulletin applies to vehicles within the following markets/countries: North America, South America, Enlarged Europe, Middle East/Africa and India/Asia Pacific.

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

- Uconnect 3 with 5" Display (Sales Codes UMA, UJA, UKA, UAA, UCA, UDA, UJA or UGA).
- Uconnect 4 with 8.4" Display (Sales Codes ULM, UMM UAM, UCM, UDM, UGM or UJM).
- Uconnect 4 with 7" Display (Sales Codes ULG, UAG, UCG, UDG, UJG, UKG, UGG or UMG).

**NOTE: \*\*This bulletin does not pertain to DT and JL vehicles equipped with a 3.0L V6 Turbo Diesel Engine (Sales Code EXH or EXJ) and has one of the following radios, Uconnect 4 with 8.4” Display (Sales Codes UAM, UCM) or Uconnect 4 with 7” Display (Sales Codes UAG, UCG). These vehicles will now be updated through a Safety Recall.\*\***

***SYMPTOM/CONDITION:***

Customers may experience one or more of the following:

- Radio display screen flickers.
- Clock loses 6 seconds per day (JL with 5 inch screen).
- Ghost Touch issue, features, modes and App’s change without drivers input (does not affect rearview camera).
- Wireless connectivity pop noise.
- Pop message “SXM Wait” displayed for extended period of time.
- The radio resets.

***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: An 8 GB USB flash drive is required for this update. It is also recommended to use a quality, name brand (Kingston®) flash drive over a generic USB flash drive.**

1. Has a **8 GB** USB flash drive been created?
  - YES >>> Proceed to [Step 10](#).
  - NO >>> Proceed to [Step 2](#).
2. Perform the following steps to format the USB flash drive ([Fig. 1](#)) .
  - a. Select “FAT32” format.
  - b. Select “Default allocation size” under Allocation Unit Size.
  - c. Select “Quick Format” under Format Options.
  - d. Click “Start”.

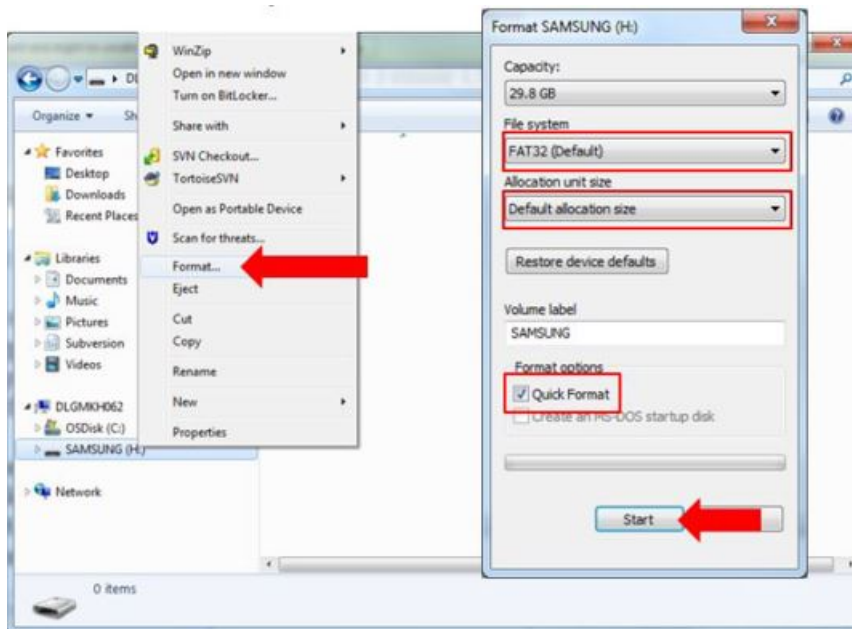


Fig. 1

3. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.
4. Use a blank USB flash drive with at least 8 GB of space. Follow the on-screen instructions to download the software files.
5. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads (Fig. 2) .

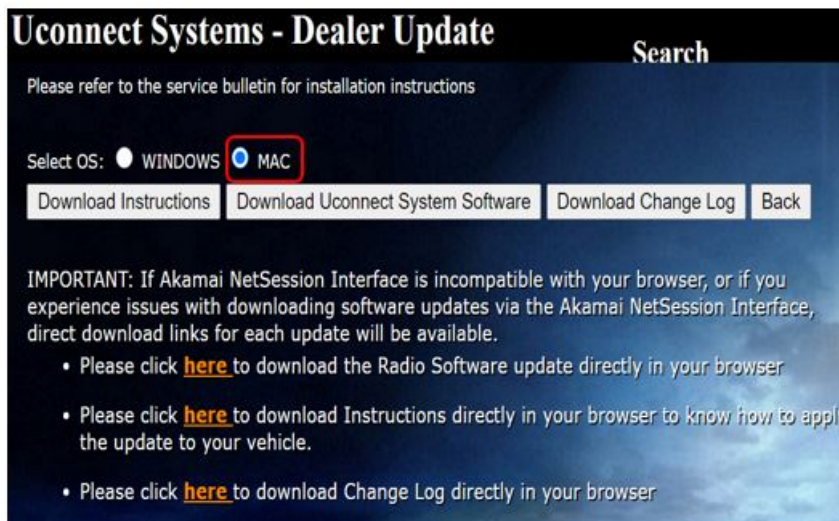
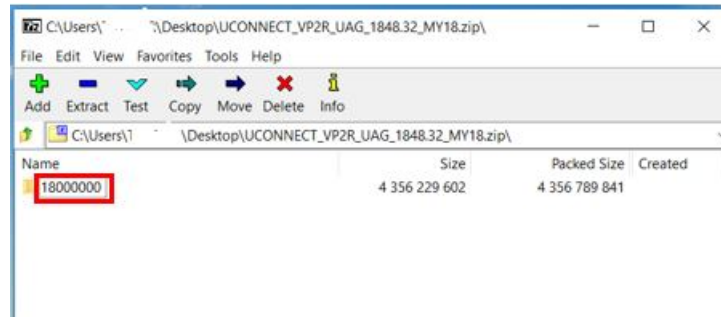


Fig. 2

MAC Download Steps

6. Be sure to download the file to your PC's desktop and open it (Fig. 3) .

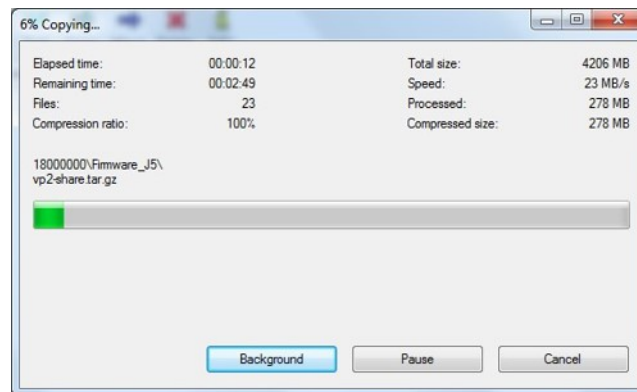
**NOTE: The USB should only contain a folder labeled "18000000" on it after files are extracted to it.**



**Fig. 3**  
**Extracted File**

7. Extract the downloaded file to the USB flash drive (Fig. 4) .

**NOTE: It may take a few minutes for an accurate extraction time to be displayed.**



**Fig. 4**  
**Extract File To USB**

8. 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 Code.

**NOTE: Eject the USB flash drive properly from your PC. Failure to eject the USB flash drive properly may result in an improper file byte size and cause the update to not fully download.**

9. Perform the following steps to properly eject the USB flash drive (Fig. 5) :
  - a. Right click on the location of the USB flash drive.
  - b. Click “Eject” to avoid data corruption.
  - c. Remove the USB flash drive from the PC.

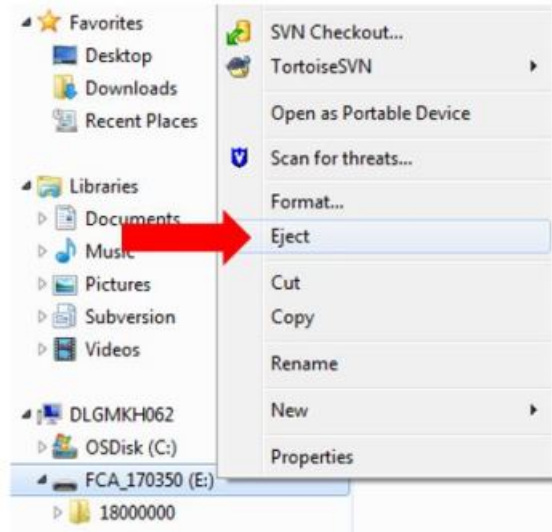


Fig. 5  
Ejecting The USB Flash Drive

**NOTE: Verify the vehicle fuel level is at least 1/8 of a tank. If not, add fuel as required. If necessary, take vehicle out of ship mode and enter customer mode.**

10. Shut off all remaining accessories for the duration of the update (flashers, climate controls, etc.).
11. Wait for the radio to fully power on and initialize. Ensure all splash, partner logo, animation, disclaimer and main screens have loaded, before starting the software update.

**CAUTION! Ensure no other device is plugged into any of the USB ports while performing this update. If other devices are connected to the USB ports during the update, it may cause failure of files to be loaded. Failure to do so may cause the radio to need replacement.**

**NOTE: The engine must be running and radio powered on during the update. Failure to do so may result in the radio not being updated and create connectivity issues. DO NOT remove the USB flash drive during the update.**

12. Start the vehicle and insert the USB flash drive into the USB port.
13. Wait for the software update pop-up window to appear on the screen.

**NOTE: There can be more than one older current software level depending on vehicle/radio manufacture time of build.**

14. Verify the screen states the following: "Current: 18XX.XX Update to: 1848.34 Approx time: 30 minutes". Is the radio current software level at or higher than 1848.34?
  - YES >>> The radio software is already up to date. Press “Cancel” to exit. Normal diagnostics should be performed.
  - NO >>> The radio software needs to be updated. Proceed to (Fig. 6) .

**NOTE: During the first 30 seconds of the software update, the current software is erased. The radio will then re-boot and re-start to begin the update of the software. Many software partitions are displayed on the screen during the update process.**

15. Press “Yes” to start the update. The software update takes approximately 30 minutes to complete (Fig. 6) .

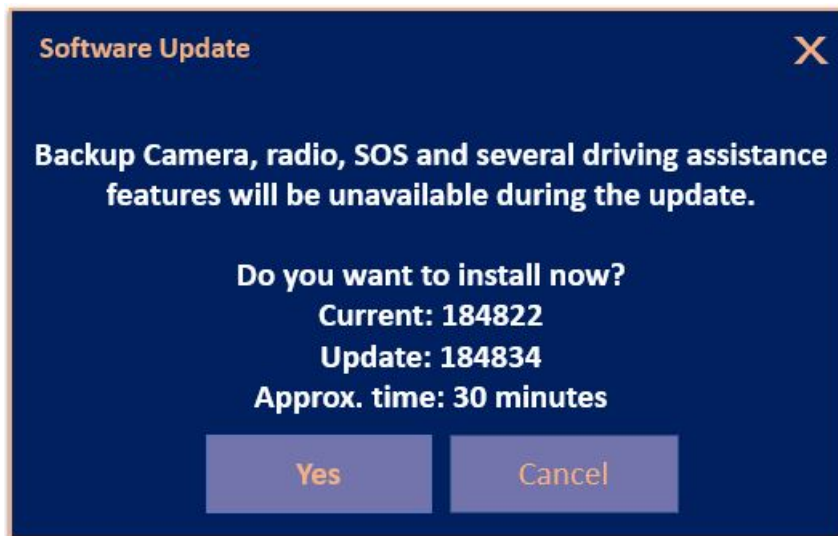


Fig. 6  
Update Ready to Install

16. Did the update fail after insertion of the USB flash drive into the USB port?
- YES >>> For **KL vehicles only** proceed to [Step 17](#). For **all other vehicles**, re-start update procedure at [Step 10](#).
  - NO >>> Proceed to [Step 18](#).
17. **NOTE: Perform the following Step for KL vehicles only if the update attempt failed.** Leave the USB flash drive in the USB port and perform the following:
- a. Cycle the ignition on then off.
  - b. Radio should resume the update.
  - c. After the update has been downloaded, proceed to [Step 18](#).

**NOTE: If the software update was performed two times and still failed to update. Normal diagnostic should be performed.**

**NOTE: Do not remove the USB flash drive before you are instructed to (Fig. 7) .**

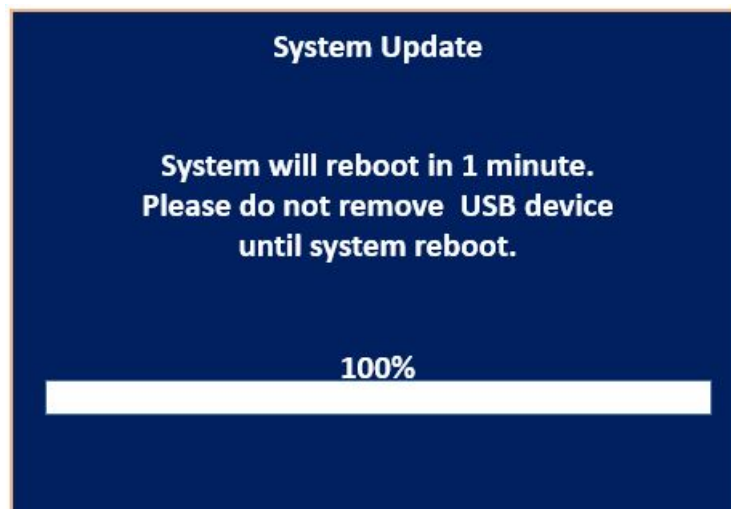


Fig. 7  
Do Not Remove USB Flash Drive

18. Wait for the "Radio was successfully updated" screen (Fig. 8) .

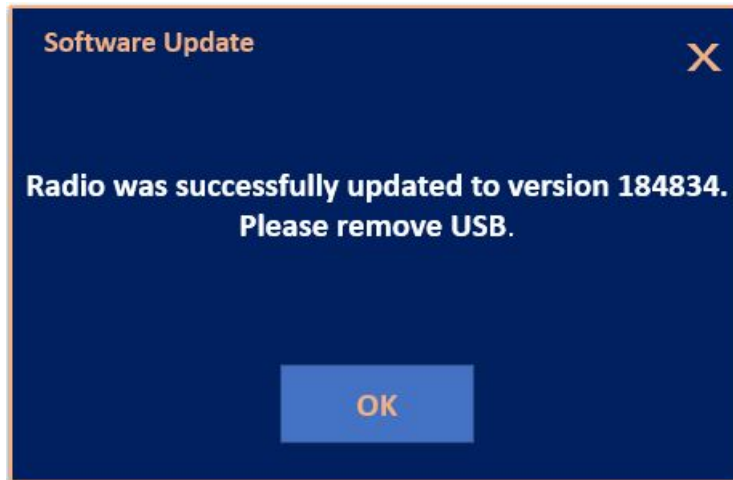


Fig. 8  
Update Successful Screen

19. **Wait until radio resets and audio is heard before removing the USB flash drive!**
20. Verify the software version is 1848.34 by re-inserting the USB flash drive into the USB port. Did the Software Update pop-up again, displaying the following: "Current: 1848.34 Update to: 1848.34 Update not available to same software version"?
- YES >>> The software update is complete, press "Cancel" then remove the USB flash drive from the USB port.
  - NO >>> Verify the file sizes on the USB flash drive to ensure they are correct and then attempt the update again. Re-start at [Step 10](#).

**NOTE: On KL vehicles, if the odometer is flashing the vehicle may need a Proxi alignment.**

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
18-60-02-AJ	Radio, Software - Create USB Jump Drive From Uconnect Website <b>(One Time Only)</b> (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-AL	Radio, Check Software Level and Perform Software Update Sales Codes UMA, UKA, UAA, UCA, UDA, UJA, UGA Only) (0 - Introduction)	6 - Electrical and Body Systems	0.9 Hrs.
18-60-02-AK	Radio, Check Software Level and Perform Software Update All Other Radios listed on This Bulletin (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 use failure code CC with this Technical Service Bulletin.**

- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Technical 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 Technical Service Bulletin flash/reprogramming conditions.

CC	Customer Concern
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