



**NUMBER:** 08-003-18 REV. B

**GROUP:** 08 - Electrical

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-003-18 REV. A, DATED APRIL 6, 2018, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDES ADDITIONAL VEHICLES, SYMPTOMS/ CONDITIONS, SOFTWARE LEVEL AND LOPS.**

**SUBJECT:**

RJ3 and RJ4 Radio Enhancements

**OVERVIEW:**

This bulletin involves inspecting and if required, updating the radio with the latest available software.

**MODELS:**

<b>**2017</b>	(RU)	Chrysler Pacifica
2017	(W2)	Jeep Grand Cherokee CKD)
2017	(LA)	Dodge Challenger
2017	(LD)	Dodge Charger**
2017	(LX)	Chrysler 300
2017	(WK)	Jeep Grand Cherokee
2017	(KL)	Jeep Cherokee
2017	(WD)	Dodge Durango
2017	(DS)	RAM 1500 Pickup
2017	(DJ)	RAM 2500 Pickup
2017	(D2)	RAM 3500 Pickup
2017	(DX)	RAM Truck (Mexico)
2017	(ZD)	Dodge Viper

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

**NOTE:** This bulletin applies to vehicles equipped with a Uconnect 8.4 (Sales Code RJ3) or a Uconnect 8.4 NAV (Sales Code RJ4) radio.

***SYMPTOM/CONDITION:***

Customers may experience one or more of the following:

- \*\*Radio display screen turns black when Internet Voice Mail (IVM) pop-up appears.
- No message appears “Please close an existing App” when trying to open a second App. Two Apps can’t be opened at the same time.
- When opening the Pandora® App, the loading screen will be have in Spanish and English.
- Restore App feature doesn’t work in the setting menu.
- Full screen video will not turn off when put into drive.\*\*
- Auto populate City Name/Address input layout (LX vehicles only).
- Radio performance improvements (LX vehicles only).
- The HVAC temperature is out of sync with the radio display.
- Navigation incorrectly pronouncing some words and commands during routes.
- Screen/display freezing while in navigation.
- Slow synchronization with phone to voice recognition function.
- Text messaging feature not working through radio.
- Radio slow to clear way-points in navigation function.
- Ring tone low when receiving phone calls through the radio.
- Unable to control volume from iPhone/iPod® when connected through USB.
- Off-road pages app missing signals.

***DIAGNOSIS:***

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed 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, perform the Repair Procedure.

**REPAIR PROCEDURE:**

1. Has a USB flash drive been created?
  - YES>>> Proceed to [Step 5](#).
  - 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. 1) ? Press “No” to continue.



Fig. 1  
Pop-Up Security Message

**NOTE: A blank USB flash drive must be used to download the software. Only one software update can be used on a USB flash drive.**

**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. To download the software files to a USB flash drive, follow the on-screen instructions and perform the following:
  - Acquire a blank USB flash drive with at least 4 GB of space.
  - Download the software update file to your local PC’s desktop.
  - Be sure to extract the file before copying it to the blank USB flash drive.
  - A blank USB flash drive will be needed one for each radio update, additional updates can not be on the same USB flash drive.
  - Once the file is saved to the USB flash drive, it is recommended you physically label the USB flash drive with the bulletin number and proper radio sales codes.

**NOTE:** The engine should be running and radio powered on during the update.

**NOTE:** During the update process you will see multiple hourglass and “Please Insert Update USB” screens for extended periods of time (several minutes) (Fig. 2) . **DO NOT** remove the USB flash drive at this time. Only remove the USB flash drive when the update has completed, when the screen displays the software levels again. The screen will say “Software updated successfully”.



Fig. 2  
Hourglass Screen

5. Insert the USB flash drive with new software into the USB port.
6. The next screen display will have the old and new software levels.
7. Is the radio at software level **\*\*17.43.01\*\*** or higher?
  - YES>>> The radio software is already up to date. Normal diagnostics needs to be performed.
  - NO>>> The radio software needs to be updated. Proceed to [Step 8](#).

**NOTE:** If the radio software level is at or above the level on the USB flash drive, **DO NOT** perform the update.

**NOTE:** **DO NOT** cycle the ignition or touch the radio during the update process.

**NOTE:** If the software update process is interrupted, aborted or failed, the process should be restarted. See [Star Online Cases](#) if the radio failed to update, or is stuck in 'update mode' displaying “Insert Update USB” and if so, reinsert the USB.

8. Press the soft key, “Yes” to start the update.
9. The update may take up to 40 minutes to load. No other actions will be needed to initiate the update.

**NOTE:** During the update process, the screen on the radio will display an hourglass and blue screen that states “Please Insert Update USB” for approximately two to five minutes at a time (Fig. 2) .

**NOTE:** **DO NOT** remove the USB at any point of the update process until the final software levels match.

10. After the update is done the screen will display the software levels again and will prompt to remove USB flash drive, (Fig. 3) .



Fig. 3  
Software Updated Successfully Screen

11. Press “No” and remove the USB flash drive.
12. Turn the ignition off . Open and close the driver’s door and let the Bus go to sleep.  
**NOTE: Make sure to leave ignition off, DO NOT press the brake pedal and DO NOT reopen any doors so the modules will go to sleep.**
13. Cycle the ignition on, then back off one more time. Open and close the driver’s door and let the Bus go to sleep. This will complete the radio update.
14. Is the vehicle a KL, WD or WK?
  - YES>>> Proceed to [Step 15](#).
  - NO>>> This update has been completed.
15. Is the vehicle equipped with Blind Spot Monitor/Cross Path Detection (Sales Code XAN)?
  - YES>>> Proceed to [Step 16](#).
  - NO>>> This update has been completed.
16. Go into the radio Settings menu and select Safety & Driving Assistance. Locate the Blind Spot Alert feature and verify the “Lights + Chimes” option is turned on.
17. This bulletin has been completed.

**NOTE: Updating the radio’s software may cause the radio to reset back to factory default settings. The customer should be advised that they may need reset the personal settings, theme, color, presets, favorites and phones may need to be paired again.**

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
**18-60-02-TR	Radio, Check Software Level and Perform Software Update (Radio RJ3) (0 - Introduction)	6 - Electrical and Body Systems	0.7 Hrs.
18-60-02-TS	Radio, Check Software Level and Perform Software Update (Radio RJ4) (0 - Introduction)	6 - Electrical and Body Systems	0.9 Hrs.
18-60-02-TT	Radio, Software Create USB flash drive, Uconnect Website (One Time Only) (Radio RJ3) (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
18-60-02-TU	Radio, Software Create USB flash drive, Uconnect Website (One Time Only) (Radio RJ4) (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.

**NOTE:** The expected completion time for the flash download portion of this procedure is approximately 40 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

**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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