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GROUP: Electrical

DATE: April 25, 2013

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THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 13-027. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

SUBJECT:

RA2 Paired Phone List Is Deleted After Ignition Cycle

OVERVIEW:

This bulletin involves upgrading the software on the RA2 Radio.

MODELS:

2014 (WK) Grand Cherokee

NOTE: This bulletin applies to vehicles built between January 26, 2013 (MDH 0126XX) and March 23, 2013 (MDH 0323XX) equipped with Uconnect 5.0 AM/FM/BT (sales code RA2).

SYMPTOM/CONDITION:

A customer may experience all of the phones that were paired to the vehicle are deleted from the radio list, after the ignition is cycled.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available. If Audio DTC's are present record them 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. For all other customers that describe the symptom/condition, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Has the USB update memory sticks been created?
 - a. Yes >>> Proceed to [Step #3](#)
 - b. No >>> Proceed to [Step #2](#)
2. Go to DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads to down load the files.

NOTE: A Blank USB stick must be used to down load the software.

NOTE: If the dealer cannot download the software, make sure you have proper security access. If not have the Service Manager or Shop Foreman download the software update. If the Service Manager or Shop Foreman can't download the software. For U.S. dealers the Service Manager or Shop Foreman will need to open a "Request Technical Assistance" ticket with the Star center. Canadian dealer will need to call Technical Hotline (English 1-800-361-2702, French 1-800-361-1702). If the dealer needs a USB stick with the updated software.

3. Turn the engine on and check if the vehicle is still in ship mode. This will be displayed in the Electronic Vehicle Information Center (EVIC).
4. The vehicle must be in Customer Mode to update the radio. Is the vehicle in Ship Mode?
 - a. Yes >>> Proceed to [Step #5](#)
 - b. No >>> Proceed to [Step #6](#)
5. Press and hold the 'Enter/Browse' button and the 'Front Defrost' (about 5 seconds) until "Ship Mode" is no longer displayed on the instrument cluster, see ([Fig. 1](#)).



Fig. 1 Take Vehicle Out Of Ship Mode

1 - Press and hold these buttons, to put the vehicle in and out of ship mode.

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6. With the engine running and radio powered on, insert the **correct** USB Stick with new software into USB hub.
 7. The next screen display will have the old and new software levels. The radio will be updated to 13.12.1
 8. Press the soft key "Yes" to start the update

NOTE: If the software update process is interrupted/aborted, the process should be restarted.

NOTE: Do not cycle the ignition or touch the radio during the update process.

9. After the update is done, the screen will display the software levels again.

NOTE: Please note during this process the screen will go blank 2 times. Once in the beginning and once at the end of the re-flash process.

10. Press "No" and turn off the vehicle. Open the drivers door and let the Buss go to sleep. This will complete the radio update.

11. Remove the USB update stick, the bulletin has been completed.

NOTE: If the vehicle needs to be put back into Ship Mode, press and hold the 'Enter/Browse' button and the 'Front Defrost' (about 5 seconds) until "Ship Mode" is displayed on the instrument cluster.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Amount
18-60-02-G9	Radio, Check Software Level and Perform Software Update (0 - Introduction)	0.2 Hrs.
18-60-02-H9	Radio, Check Software Level and Perform Software Update, (First Time Only) (0 - Introduction)	0.4 Hrs

NOTE: The "First Time Only" LOP is used one time per dealer when down loading the software onto a USB stick.

FAILURE CODE:

ZZ	Service Action
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