**FOR HELP WITH USING wiTECH FOR ECU FLASH REPROGRAMMING, CLICK ON THE APPLICATION'S "HELP" TAB.**

**THE wiTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.**

### SUBJECT:

Flash: RK4 Radio Enhancements

### OVERVIEW:

This bulletin involves updating the radio's software.

### MODELS:

| | | |
|---|---|---|
| 2014 | (KL) | Jeep Cherokee |
| 2014 | (WK) | Jeep Grand Cherokee |

**NOTE: This bulletin applies to vehicles within the following markets/countries: APAC (China).**

**NOTE: This bulletin applies to vehicles equipped with UConnect 8.4 NAV (Sales Code RK4).**

### SYMPTOM/CONDITION:

The customer may describe one of the following condition(s):

- After initially using radio with USB, radio will suddenly not play using USB.
- Track names are displayed twice in USB and Secure Digital (SD) media modes.
- Intermittent audio streaming while using USB and SD media devices.

### DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all engine systems are functioning as designed. If 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: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.**

**NOTE: If this flash process is interrupted/aborted, the flash should be restarted.**

1. Go to DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads to download the files. Follow the instructions on the web site to create the USB flash drive.
2. With the engine running and radio powered on, insert the correct USB flash drive with new software into USB hub.
3. Press the "Yes" button on the touchscreen to start the update.
4. The update may take 20 minutes and no other actions will be needed.

**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.**

*POLICY:*

Reimbursable within the provisions of the warranty.

*TIME ALLOWANCE:*

| Labor Operation No: | Description | Skill Category | Amount |
|---|---|---|---|
| 18-60-02-JN | Radio Software - Create USB flash drive Update (First Time Only) (0 - Introduction) | 6 - Electrical And Body Systems | 0.2 Hrs. |
| 18-60-02-JP | Radio, Check Software Level and Perform Software Update (0 - Introduction) | 6 - Electrical And Body Systems | 0.3 Hrs. |

**NOTE: The "First Time Only" LOP is used one time per dealer when downloading the software onto a USB flash drive.**

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 12 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.**

*FAILURE CODE:*

**The dealer must choose which failure code to use. If the customer came in with an issue and if the dealer finds a software update to correct that issue, use failure code CC, for all other use failure code RF.**

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used.
- If an available flash is completed while addressing a different customer concern, failure code RF is to be used.

| CC | Customer Concern |
|----|------------------|
| RF | Routine Flash |