SUBJECT:
RG4 Radio Enhancements

OVERVIEW:
This bulletin involves inspecting and if required, updating the radio software.

MODELS:

2016	(WK)	Jeep Grand Cherokee
2016	(KL)	Jeep Cherokee

NOTE: This bulletin applies to vehicles within the following markets/countries: EMEA.

NOTE: This bulletin applies to vehicles equipped with Uconnect 8.4AN AM/FM/DAB/BT/NAV/ VOICE (Sales Code RG4).

SYMPTOM/CONDITION:
A small number of customers may experience one or more of the following:

- Navigation failed message is displayed.
- The clock may not automatically update to local time.
- Poor or no connection to cellular network.
- HVAC temperature out of sync with radio display (KL only).
- Some Uconnect App remote commands do not execute with the vehicle.
- Display goes blank/black.
- Cyrillic keyboard is missing in phone book.
- Wrong speed limit on NAV speed camera indication.

In addition, the following Improvements are included:

- German translation.
- Bluetooth® Fixes for loading hands free message.

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 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:

1. Has the USB flash drive been created?
   a. Yes >>> Proceed to Step 5.
   b. 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?" see (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 one USB flash drive.**

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.**

4. To download the software files to a USB flash drive, follow the on-screen instructions and perform the following.
   a. Acquire a blank USB flash drive with at least 4GB of space.
   b. Download the software update file to your local PC's desktop.
   c. Be sure to extract the file before copying it to the blank USB flash drive.
   d. A blank USB flash drive will be needed for each radio update, additional updates can not be on the same USB flash drive.
   e. 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: Two files will be loaded onto the USB flash drive, see (Fig. 2) .

Fig. 2
Two USB Files

5. With the engine running and radio powered on, insert the **correct** USB flash drive with new software into the USB port.
6. The next screen display will have the old and new software levels. The radio will be updated to 17.09.07.
7. Is the radio at software level 17.09.07 or higher?
    a. Yes >>> The radio software is already up to date. The bulletin is now complete.
    b. No >>> The radio software needs to be updated. Proceed to Step 8.

CAUTION! If the radio software level is at or above the level on the USB flash drive, DO NOT perform the update.

8. Press the soft key "Yes" to start the update.

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

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

9. The update may take up to 18 minutes to load. No other actions will be needed to initiate the update.
10. After the update is done, the screen will display the software levels again.
11. Press "No" and turn the vehicle 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, and do not reopen any doors, so the modules will go to sleep.

12. 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.
13. Remove the USB flash drive.
14. Does the vehicle have Blind Spot Monitor/Cross Path Detection (Sales Code XAN)?
    a. Yes >>> Proceed to Step 15.
    b. No >>> This bulletin has been completed.
15. Go into the radio Settings menu and select Safety & Driving Assistance. Locate the Blind Spot Alert feature and tun on the "Lights + Chimes" option.

16. This bulletin has been completed.

NOTE: Updating the radio's software may cause the radio to reset back to factory default setting. The customer should be advised that they may need to reset the personal settings, theme, color, presets, favorites and the 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-NE	Radio, Check Software Level and, Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	1.1 Hrs.
18-60-02-NF	Radio, Software - Create USB flash drive, Uconnnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.3 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 53 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