



**NUMBER:** 08-078-14

**GROUP:** Electrical

**DATE:** September 11, 2014

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**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-073. 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:***

RG2 RJ2 Radio Language Enhancements Portuguese Polish Turkish Brazil-Portuguese

***OVERVIEW:***

This bulletin involves updating the radio's software.

***MODELS:***

2014	(WD)	Durango (International Markets Only)
2014	(WK)	Grand Cherokee (International Markets Only)

**NOTE: This bulletin applies to vehicles equipped with UConnect 5.0 AM/FM/BT (sales code RJ2) or UConnect 5.0 MW/LW/DAB/BT (sales code RG2).**

***SYMPTOM/CONDITION:***

The customer may notice one or more of the following.

- Unable to select "Portuguese and Polish" languages on VP2 ECE Radio.
- Unable to select "Turkish and Brazil-Portuguese" languages on VP2 ROW Radio.

***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.

**REPAIR PROCEDURE:**

**NOTE: Software updates are now available for download to USB on the Uconnect web site and should be used instead of ordering a disc.**

1. Has the USB flash drive 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 download the files. Follow the instructions on the web site to create the USB flash drive.

**NOTE: A blank USB stick must be used to download the software. The memory stick should be 4 GB or larger.**

**NOTE: The Site is optimized for Microsoft Internet Explorer 8 or 10. Use these software version if you encounter a problem downloading the 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. Use the scan tool (wiTech) to put the vehicle into customer mode.
- 6. With the engine running and radio powered on, insert the **correct** USB flash drive with new software into USB hub.

**NOTE: This software update is only compatible with the 2014 model year vehicles listed above. Attempting to flash a 2013 or 2015 model year vehicle with this software will result in a loss of some radio/navigation functions. Should this occur reinstalling the correct software for the radio will correct the condition.**

- 7. The next screen display will have the old and new software levels.
- 8. Is the current software level at or higher than 14.31.00?
  - a. Yes >>> The bulletin does not apply, normal diagnostic procedures should be performed.
  - b. No >>> Proceed to [Step #9](#).
- 9. Press the soft key "Yes" to start the update.
- 10. The update may take 12 minutes, 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.**

- 11. 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.**

- 12. Press "No" and turn off the vehicle. Open and then close the drivers door and let the Bus go to sleep. This will complete the radio update.
- 13. Remove the USB flash drive, the bulletin has been completed.

**NOTE: Use the wiTech to put the vehicle back into Ship Mode if needed.**

***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 DF	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical And Body Systems	0.3 Hrs.
18 60 02 DG	Radio Software - Create USB Update Stick (First Time Only) (0 - Introduction)	6 - Electrical And Body Systems	0.2 Hrs

**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.**

**NOTE: The “First Time Only” LOP is used one time per dealer when down loading the software onto a USB flash drive.**

**FAILURE CODE:**

ZZ	Service Action
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