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GROUP: Electrical

DATE: October 15, 2016

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THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-079-16, DATED OCTOBER 07, 2016, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **ASTERISKS**** AND INCLUDE REMOVAL OF 2016 MY AND BUILD DATES.**

SUBJECT:

RM4 Radio Enhancements

OVERVIEW:

This bulletin involves updating the radio with the latest available software.

MODELS:

| | | |
|------|------|-------------------------------------|
| 2015 | (WK) | Jeep Grand Cherokee (International) |
| 2015 | (KL) | Jeep Cherokee (International) |
| 2015 | (LX) | Chrysler 300 (International) |

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

**NOTE: This bulletin applies to vehicles equipped with a Uconnect 8.4 NAV radio
(Sales Code RM4).**

SYMPTOM/CONDITION:

Customers may experience the following:

- Occasionally the radio touchscreen displays a black or blank screen.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify all related systems are functioning as designed. If 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?
 - a. YES >>> Proceed to [Step #5](#).
 - b. NO >>> Proceed to [Step #2](#).
2. Go to DealerCONNECT> Service> Uconnect Information & Utilities> Uconnect 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.

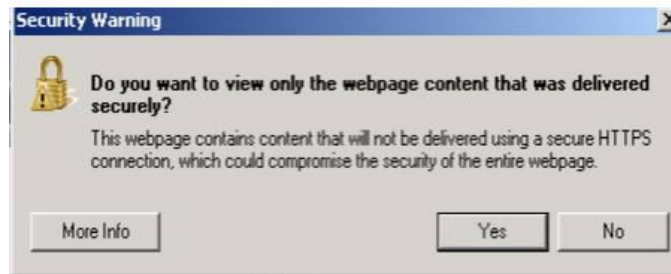


Fig. 1 Pop-up Security Message

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 4 gb 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 one for each individual radio update. Additional updates cannot be on the same USB flash drive.
 - e. Once the file is saved to the USB flash drive, it is recommended you label the USB flash drive with the bulletin number and proper radio sales codes.
5. With the engine running and radio powered on, insert the correct USB flash drive with new software into USB port.
6. The next screen display will have the old and new software levels. The radio will be updated to 16.24.50.

7. Is the radio at software level 16.24.50 or higher?
 - a. YES >>> The radio software is already up to date. Normal diagnostic should be performed.
 - b. 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.

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 10 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, the bulletin is now complete.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|----------------------------|--------------------------------------------------------------------------------------------------|---------------------------------|---------------|
| 18-60-02-KL | Radio, Check Software Level and Perform Software Update (0 - Introduction) | 6 - Electrical and Body Systems | 0.3 Hrs. |
| 18-60-02-KM | Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 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 10 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 |