



**NUMBER:** 08-084-14

**GROUP:** Electrical

**DATE:** September 30, 2014

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**SUBJECT:**

Radio Audio Updates For The Australian Market

**OVERVIEW:**

This bulletin involves updating the radio software.

**MODELS:**

2014	(WK)	Jeep Grand Cherokee (Australian Market Only)
2014	(KL)	Jeep Cherokee (Australian Market Only)

**NOTE: This bulletin applies to vehicles equipped with UConnect 8.4 AM/FM/BT/NAV (sales code RJ4) built on or before January 04, 2014 (MDH0104XX).**

**SYMPTOM/CONDITION:**

A customer may experience, one or more of the following conditions:

- Audio turn instructions do not pronounce the Street Names correctly.
- The audio turn instructions do not pronounce the Street Type.

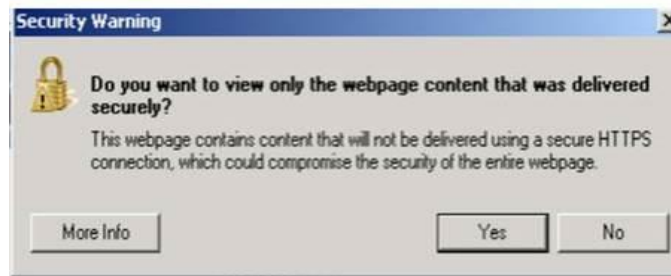
**DIAGNOSIS:**

If the customer describes the symptom, perform the Repair Procedure.

**NOTE: Note: Software updates are now available for download to a USB stick on the Uconnect web site. The site is located DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads. The website will show the latest software level for each VIN.**

**REPAIR PROCEDURE:**

1. Has a USB stick been created with the current software update?
  - 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 latest files.
3. If a security message appears "Do you want to view only the webpage content that was delivered securely?" See ([Fig. 1](#)). Press **No** to continue.



***Fig. 1 Pop-up Security Message***

**NOTE: A blank USB stick must be used to download the software. Only one software update can be used on one USB memory stick. One USB stick can be used to service multiple vehicles.**

**NOTE: If the technician cannot download the software, verify the technician has the 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, an update disc can be ordered. If using a CD to download the software follow the instruction on the CD to properly transfer the correct software to a USB stick.**

4. To download the software files to a USB stick, follow the on screen instructions and perform the following.
  - a. Acquire a blank USB stick 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.

- d. A blank USB stick will be needed one for each radio update, additional updates can not be on the same USB stick.
- e. Once the file is saved to the USB stick, it is recommended you physically label the USB stick with the bulletin number and radio sales codes.
5. 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).
6. The vehicle must be in Customer Mode to update the radio. Is the vehicle in Ship Mode?
  - a. Yes >>> Proceed to [Step #7](#).
  - b. No >>> Proceed to [Step #8](#).
7. Take the vehicle out of ship mode using the detailed procedures in DealerCONNECT>Service>UCONNECT > Vehicle Quick Reference > New Vehicle Preparation Instructions > Standard Procedure > STANDARD PROCEDURE - NEW VEHICLE PREPARATION.
8. With the engine running and radio powered on, insert the USB Stick with new radio control head software into USB port.
9. The next screen displayed will have the old and new software levels.
10. Is the new software level at or higher than the current software level in the radio?
  - a. Yes >>> The radio is up to date further diagnostics may be required.
  - b. No >>> Proceed to [Step #11](#) .
11. Press the soft key "Yes" to start the update. At this time a download progress bar will appear on the screen.
12. The update may take UP TO 20 minutes to complete.

**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.**

13. When complete turn off the ignition, open and close the driver's door, and let the bus go to sleep for 30 seconds.
14. Remove the USB stick from the USB port and cycle the key.

**NOTE: Put the vehicle back into Ship Mode if needed by following the detailed procedures in DealerCONNECT>Service>UCONNECT > Vehicle Quick Reference > New Vehicle Preparation Instructions > Standard Procedure > STANDARD PROCEDURE - NEW VEHICLE PREPARATION.**

***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-DL	Radio, Software. Create USB stick from CD or Uconnect website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
18-60-02-DJ	Check Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
18-60-02-DK	Radio Update, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs

**FAILURE CODE:**

ZZ	Service Action
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