



**NUMBER:** 08-135-18

**GROUP:** 08 - Electrical

**DATE:** October 16, 2018

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**SUBJECT:**

ULQ Radio Enhancements

**OVERVIEW:**

This bulletin involves inspecting and if required, updating the radio software level to 21.8.

**MODELS:**

2018	(BU)	Jeep Renegade
2018	(WK)	Jeep Grand Cherokee

**NOTE:** This bulletin applies to vehicles within the following markets/countries: South Korea.

**NOTE:** This bulletin applies to BU vehicles built on or after December 05, 2017 (MDH 1205XX) on or before July 25, 2018 (MDH 0725XX) equipped with Uconnect 4 Navigation With 8.4" Display (Sales Code ULQ).

**NOTE:** This bulletin applies to WK vehicles built on or after December 02, 2017 (MDH 1202XX) equipped with Uconnect 4 Navigation With 8.4" Display (Sales Code ULQ).

**SYMPTOM/CONDITION:**

Customers may experience one or more of the following:

- Radio may reset, turn itself off and then back on again.
- Park assist chime will continue to chime after the vehicle is turn off.
- Radio will display the incorrect speed limit in kph when approaching a road speed camera.

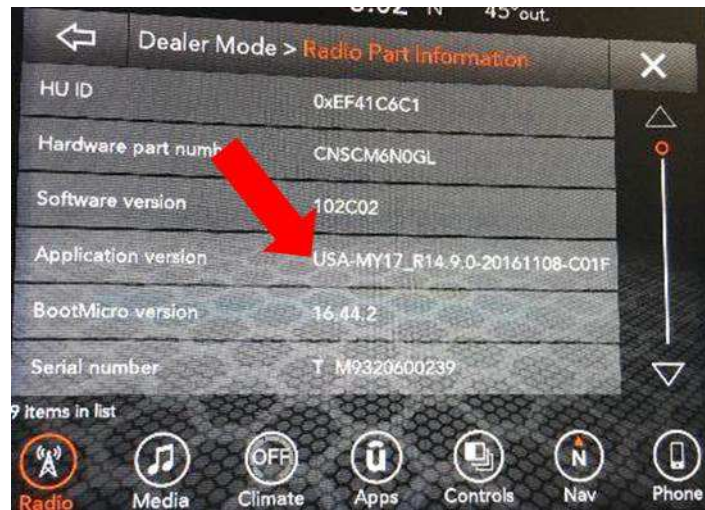
**DIAGNOSIS:**

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 Inspection Procedure.

**INSPECTION:**

1. Verify the radio software version. Radio must be in Dealer Mode to verify by following these steps:
  - a. Push and hold the front defrost, driver temperature up and temperature down buttons simultaneously until the 'Dealer Mode' screen appears (approximately seven seconds). Release buttons.
  - b. Select "Radio Part Information". The software version will be listed next to "Application Version" (Fig. 1) .

**Fig. 1****Radio Software Level Screen**

2. Is the radio software level (Application Version) at or higher than 21.8?
  - YES>>> The radio software is already up to date. Normal diagnostic should be performed.
  - NO>>> Proceed to [Step 1](#) of the Repair Procedure.

**REPAIR PROCEDURE:**

1. Start the vehicle and insert the correct USB flash drive with new software into the USB port.

**NOTE:** Each dealer will be sent a USB flash drive with the updated radio software.

**CAUTION!** Make sure no other device is plugged into any of the USB ports while performing this re-program. If other devices are connected to USB ports during re-programming, it may cause failure of files to be loaded which may cause the radio to need replacement.

2. If the screen in (Fig. 2) is displayed, the USB flash drive was not set up correctly. Use a top name brand USB flash drive and create a new USB flash drive. Start the update again.



Fig. 2  
Software Not Compatible

**NOTE:** This software will update the radio to version 21.8.

3. If the radio software is up to date, the screen in (Fig. 3) will be displayed. Press “OK” and remove the USB flash drive.



Fig. 3

Screen Displayed When Radio Software Level Is Up To Date

**NOTE:** The ignition must be turned off before the two minute timer has expired, as seen in (Fig. 4) .

4. Once the system has verified there is an available update, press the “Update Now” button. Make sure the vehicle is in park. **Turn off the ignition at this point,**(Fig. 4) .

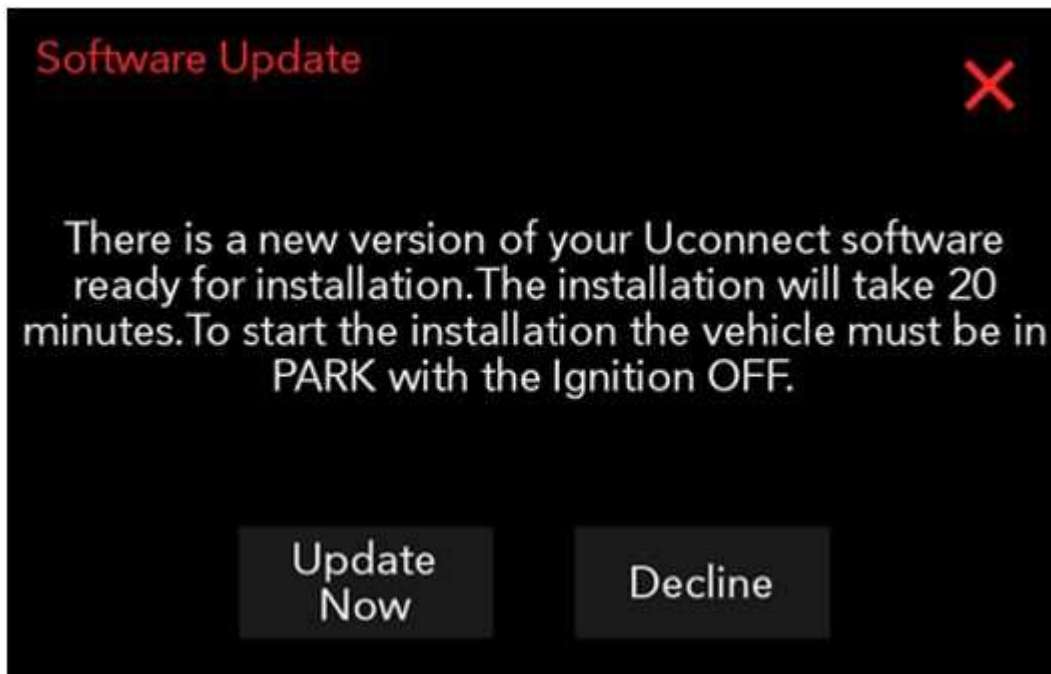


Fig. 4

Software Update Is Available

5. When the radio starts updating, the screen in (Fig. 5) will be displayed.



Fig. 5  
Radio Update Process Begins

6. The radio will reboot and the update will begin. The update should only take 50 minutes, the timer on the screen may display the incorrect time remaining, (Fig. 6) .

**NOTE:** The completion indicator may not reach 100%, even though the software update has been completed. Once the software update has finished, the radio and display screen will turn off.



Fig. 6  
Software Update In Progress

7. After the update has completed, the radio will shut down. With the USB flash drive still inserted in the USB port, turn the ignition back to the run position. If the radio has been updated

correctly, the screen in (Fig. 7) will be displayed. Press “OK” and remove the USB flash drive.



**Fig. 7**  
**Radio Software Has Been Updated.**

8. Verify the radio software version. Radio must be in Dealer Mode to verify by following these steps:
  - a. Push and hold the front defrost, driver temperature up and temperature down buttons simultaneously until the 'Dealer Mode' screen appears (approximately seven seconds). Release buttons.
  - b. Select "Radio Part Information". The software version will be listed next to "Application Version" .
  - c. Is the radio software level (Application Version) at or higher than?  
UGQ - 21.8
9. Go back to System Information and select Navigation.
10. Check the map database version, it should be 17Q2.
11. Check if the navigation is working properly. Press the Nav button on the bottom tool bar. See if the nav map loads properly.
12. If the radio or navigation software didn't update properly or the navigation map doesn't load, attempt the software update one more time. If the software doesn't update properly or the navigation doesn't work, the radio may need to be replaced.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-60-02-1A	Radio, Check Software Level and Perform Software Update (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 15 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
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