



# SERVICE BULLETIN

**NUMBER:** 08-035-18 REV. A

**GROUP:** 08 - Electrical

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-035-18, DATED MARCH 6, 2018, 08-070-16, DATED SEPTEMBER 02, 2016, AND 08-103-15, DATED OCTOBER 30, 2015, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH \*\*ASTERISKS\*\* INCLUDES ADDITIONAL SYMPTOM/CONDITIONS, REVISED SOFTWARE LEVEL AND NEW LOPS. ALL OF THE UPDATES ON THIS BULLETIN ARE FOR WK AND KL, 2013 AND 2014 MY VEHICLES WITH RG3 AND RG4 RADIO, IN EMEA.**

**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-089. 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:**

RJ3 RJ4 RG3 and RG4 Radio Enhancements

**OVERVIEW:**

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

**MODELS:**

2014	(WK)	Jeep Grand Cherokee
2014	(WD)	Dodge Durango
2013-2014	(ZD)	Dodge Viper
2014	(KL)	Jeep Cherokee
2013-2014	(DS)	RAM 1500 Pickup
2013-2014	(D2)	RAM 3500 Pickup
2013-2014	(DJ)	RAM 2500 Pickup
2013-2014	(DX)	RAM Truck (Mexico)

**NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA (Mexico Only), LATAM, APAC and EMEA.**

**NOTE: This bulletin applies to vehicles equipped with one of the following radios:**

- Uconnect 8.4 AM/FM/BT (Sales Code RJ3).
- Uconnect 8.4N AM/FM/BT/NAV (Sales Code RJ4).
- Uconnect 8.4AN AM/FM/DAB/BT/NAV/VOICE (sales code RG4).
- Uconnect 8.4 AM/FM/DAB/BT/VOICE (Sales Code RG3).

**SYMPTOM/CONDITION:**

Symptoms listed below are for 2013 and 2014 MY, KL, and WK vehicles with RG3 and RG4 radio, located in EMEA markets:

- \*\*Radio display locks when DAB is selected (using special characters in Norway, Sweden or German). The condition is gone when the ignition is cycled .
- Can't hear an incoming message, in Italian when using the Voice Recognition (VR) command "Listen". The message can be heard when "Read" is used.
- Radio still displays phone name after phone pairing has been deleted.
- Unable to enter home address in Maps>where to > while the vehicle is in motion as it gives a lockout screen.
- The radio is going in an endless loop when trying to cycle through presets using Steering Wheel Controls (SWC).
- First line item in FM Genre browse is shown as blank but, when selected it shows stations of that genre.
- Unable to enter a phone number in Navigation "where to > Phone" while driving.
- The waypoint is not getting cleared when in front of the building. The flag is being shown in the middle of the building.
- No confirmation of contact name when incoming message is forwarded through VR to a contact name in phone book.\*\*

Symptoms listed below are for 2014 MY RJ4 radio, all markets:

- Temperature out of sync between HVAC and Radio.
- Screen/display freezing while in navigation function.
- Incorrect pronunciation of some terms during navigation.
- Slow synchronization with phone to voice recognition function.
- Text messaging feature not working through radio.
- Radio slow to clear waypoints in navigation function.
- Ring tone low when receiving phone calls through the radio.
- Unable to control volume from iPhone/iPod® when connected through USB.

Symptoms listed below are for 2014 MY, KL, and WK vehicles with RG4 radio, LATAM, APAC and NAFTA (Mexico only):

- "Navigation Failed" message is displayed.
- Clock does not automatically update to local time.
- Poor or no connection to cellular network.
- HVAC temperature out of sync with radio display (2014 KL only).
- Some Uconnect App remote commands do not execute with the vehicle.
- Display goes blank/black.
- Cyrillic keyboard is missing in phone book.
- Incorrect speed limit on NAV speed camera indication.

Symptoms listed below are for all vehicles listed on this bulletin:

- Poor reception for AM/FM radio.
- Last track is displayed but next track is being played.
- SD, USB or BTSA modes may become non-functional for a given ignition cycle.
- Track names may be displayed twice in USB or SD media modes.
- VR command "Set Temperature" may not respond in Fahrenheit. (UK Vehicle only).
- DAB is inoperative.
- Wrong routing for addresses with a longitude between 0 and -1 degrees.
- Speed camera UK & Spain complaining that the speed camera feature was not available with the latest MY14 software (EMEA market only).

- SRT soft button missing for radios when vehicle is equipped with SRT feature (EMEA /LATAM markets only).
- Battery drain due to the radio and cluster back-lighting staying on.
- Postal Code smart speller logic enhancements (EMEA market only).
- AM/FM steering wheel mode switch button not working (LATAM market only).
- Navigation Lockout Disable while vehicle is in motion (EMEA market only).
- Removed network status indicators for SRT/APPS.
- VR says 'cancel' when starting (App) applications.
- iPod® would not resume playing after a VR session or phone call.
- Removed the cell signal indicators in the SRT and Apps button on non-US vehicles.
- Rear camera may show a black screen for three seconds upon going into reverse.
- Navigation would not start or would lose position.
- Removal of parental control under Apps menu.
- Turn by turn navigation in the cluster set to "ON" by default.
- Transfer button does not pick-up and transfer incoming call.
- Some Russian letters are caps when they should be lower-case.
- Touch screen locks up in navigation when Russian is selected (EMEA market only).
- Address search available when the vehicle is moving (EMEA market only).
- Recognition enhancement for Russian VR (EMEA market only).
- Hands free audio too low for non-amp vehicle (KL vehicles only).
- Intermittently "Registration expired" pop-up appears on display screen.
- Arabic language for navigation only, not the keyboard (RJ3 RJ4 radio only).
- Incorrect time to destination, when ignition is cycled.
- Volume adjustment for navigation prompts, for phone call.
- Incorrect rear to center fade displayed at start up.
- Translation enhancement for Spanish, German, French and Russian.
- Right arrow doesn't work for advancing through preset.
- Map zoom level reduced.
- Park sense audio tone stuck on.
- While in rear media, the browser knob is disabled.
- Various POI not available for navigation.
- Postal code search not working in some markets.
- "Horn Sounds When Locked", is missing in the settings menu.
- Mute button out of sync with mute in the hands free phone.
- Enhancements to correct hands free phone locking up.
- Enhancements to quick search.
- Rear view camera active guide lines are missing.
- Erratic Interior ambient lamp menu being displayed.
- Remove auto entry/exit from menu.
- Remove hill start assist from menu, when not available.
- Russian keyboard enhancements.
- Polish text update.
- Black screen intermittently displayed.
- VR Teleprompter translations.
- Splash screen not showing after remote unlock.
- Russian letters are in caps when they should be in lower case.
- Navigation locks up when Russian is selected.
- VR Spanish language talks too fast when giving instructions.
- Arabic language added to some features (RJ3 and RJ4 radios only).
- VR enhancements for Russian.

- Route guiding enhancements.
- HVAC display enhancements.

In addition, the following Improvements are included:

- German translation (2014 WK and KL with RG4).
- Bluetooth® fixes for loading hands free message (2014 WK and KL with RG4).
- User can pair iPhone with Uconnect via Bluetooth and talk to Siri® through Uconnect.
- Tuner reception software enhancements.
- HVAC temperature out of sync with radio display fix.

#### **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 a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition or DTC, perform the repair.

#### **REPAIR PROCEDURE:**

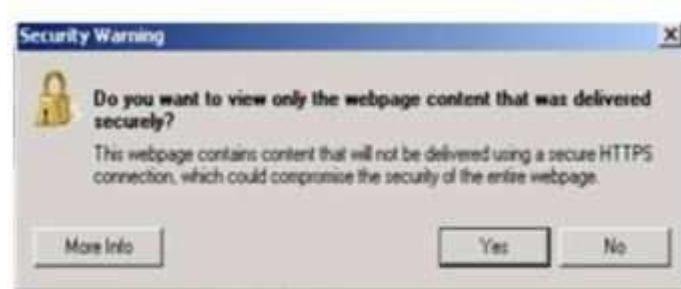
**NOTE: Two files will be loaded onto the USB flash drive ([Fig. 1](#)).**



**Fig. 1**  
**Two USB Files**

1. Has a USB flash drive been created?
  - YES >>> Proceed to [Step 5](#).
  - 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?” (Fig. 2) . Press “No” to continue.



**Fig. 2**  
**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 software cannot be downloaded, 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:

- Acquire a blank USB flash drive with at least 4 GB of space.
- Download the software update file to your local PC’s desktop.
- Be sure to extract the file before copying it to the blank USB flash drive.
- A blank USB flash drive will be needed one for each radio update, additional updates can not be on the same USB flash drive.
- Once the file is saved to the USB flash drive, it is recommended that the USB flash drive be physically labeled with the bulletin number and radio sales code.

**NOTE: The engine should be running and radio powered on during the update.**

**NOTE: During the update process you will see multiple hourglass and “Please Insert Update USB” screens for extended periods of time (several minutes) (Fig. 3) or (Fig. 4) . DO NOT remove the USB flash drive at this time. Only remove the USB flash drive when the update has completed, when the screen displays the software levels again. The screen will say “Software updated successfully”.**



Fig. 3  
Hourglass Screen



Fig. 4  
Please Insert Update USB

5. 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 radios will be updated to software levels listed below.
  - 17.46.01 - 2014 WK, or KL with an RG4 or RG3 radio.
  - 17.43.01 - 2014 ZD, DS, DJ, D2, DX, WK, KL or WD with RJ4 radios.
  - 15.26.01 - 2013 - 2014 ZD, WD, WK, DS, DJ, D2, or DX, with RJ3 and 2013 RJ4 radios.

7. Is the radio at software level at or higher than listed above?

- YES >>> The radio software is already up to date. Normal diagnostics may need to be performed.
- NO >>> The radio software needs to be updated. Proceed to [Step 9](#).

**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: DO NOT cycle the ignition or touch the radio during the update process.**

**NOTE: If the software update process is interrupted, aborted or failed, the process should be restarted. See Star Online Cases if the radio failed to update, or is stuck in 'update mode' displaying "Insert Update USB" and if so, re-insert the USB.**

9. The update may take up to 40 minutes to load. No other actions will be needed to initiate the update.

**NOTE: During the update process, the screen on the radio will display an hourglass and blue screen that say "Please Insert Update USB" for approximately two to five minutes at a time ([Fig. 3](#)) and ([Fig. 4](#)).**

**NOTE: DO NOT remove the USB at any point of the update process, until the final software levels match.**

10. After the update is done, the screen will display the software levels again and will prompt to remove USB ([Fig. 5](#)).



**Fig. 5  
Software Updated Successfully**

11. Press "No" and remove the USB flash drive.

12. Turn the ignition 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.**

13. Cycle the ignition on, then back off one more time. Open and close the driver's door and let the Bus go to sleep.

14. This bulletin has been completed.

**NOTE: To get the “SRT” soft key to appear on the screen, it may take up to three or four key cycles.**

**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:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
18-60-02-RF	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) (2014 MY RJ4 Radios only) (0 - Introduction)	6 - Electrical and Body Systems	0.7 Hrs.
18-60-02-RG	Radio, Check Software Level and Perform Software Update (2014 MY RJ4 Radios only) (0 - Introduction)	6 - Electrical and Body Systems	0.8 Hrs.
18-60-02-KB	Radio, Check Software Level and, Perform Software Update (For RJ3 or 2013 MY RJ4 Radios Only) (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-KC	Radio, Software Create USB flash drive, From Uconnect Website (One Time Only) (For RJ3 or 2013 MY RJ4 Radios Only) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.**
**18-60-02-SU	Radio, Check Software Level and, Perform Software Update (For RG4 Radios Only) (0 - Introduction)	6 - Electrical and Body Systems	0.9 Hrs.
18-60-02-ST	Radio, Check Software Level and, Perform Software Update (RG3 Radios Only) (0 - Introduction)	6 - Electrical and Body Systems	1.2 Hrs.
18-60-02-SW	Radio, Software Create USB flash drive, From Uconnect Website (One Time Only) (For RG4) (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
18-60-02-SV	Radio, Software Create USB flash drive, From Uconnect Website (One Time Only) (For RG3) (0 - Introduction)	6 - Electrical and Body Systems	0.5 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.**

**FAILURE CODE:**

**The dealer must choose which failure code to use depending on if this is a Rapid Response Transmittal (RRT) or 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 must be supplied.
- The failure code “RF” (Required Flash) can no longer be used on Service Bulletin flashes. The “RF” failure code can only be used on RRT.
- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.

CC	Customer Concern
RF	Required Flash