



NUMBER: 08-019-19 REV. B

GROUP: 08 - Electrical

DATE: October 3, 2019

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This bulletin supersedes Service Bulletin 08-019-19 REV. A, dated March 20, 2019, which should be removed from your files. All revisions are highlighted with **asterisks**** and include software level, remove build date, additional symptom/conditions and LOPs**

SUBJECT:

UGQ Radio Enhancements

OVERVIEW:

This bulletin involves inspecting and if required, updating the radio software level to ****2.5****.

MODELS:

2018 (WK) Jeep Grand Cherokee

NOTE: This bulletin applies to vehicles within the following markets/countries: EMEA.

NOTE: This bulletin applies to vehicles built on or after equipped with a Uconnect 8.4 navigation radio (Sales Codes UGQ).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- ****Russian language missing in the radio setting menu.**
- If the radio is set for Russian language, UConnect displays unknown symbols on the "Off Road Page". ******
- Could not disable the feature for the heated seat and heated steering wheel turned on automatically at start-up.
- Radio may reset, turn itself off and then back on again.
- Radio display screen lockup.
- Park assist chime will continue to chime after the vehicle is turned off.
- Radio will display the incorrect speed limit in kph when approaching a road speed camera.
- Uconnect Live APPs restricted to only MyCar, ecoDrive and Jeep Skills.

In addition the following enhancements are included:

- Russian language enhancements.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, 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 Repair Procedure.

REPAIR PROCEDURE:

NOTE: A 16GB USB flash drive is required for this update. The normal 4GB USB flash drive will not be sufficient.

1. Has a **16GB** USB flash drive been created?

- YES >>> Proceed to [Step 9](#).
- NO >>> Proceed to [Step 2](#).

NOTE: When downloading the navigation software file equipped with a Uconnect 8.4 navigation radio, always select the MAC version, regardless of the computer being used.

2. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.
3. If a security message appears “Do you want to view only the webpage content that was delivered securely?” ([Fig. 1](#)) . Press “No” to continue.



Fig. 1
Pop-Up Security Message

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. Use a blank USB flash drive with at least 16GB of space. Follow the on-screen instructions to download the software files.

5. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads (Fig. 2) .

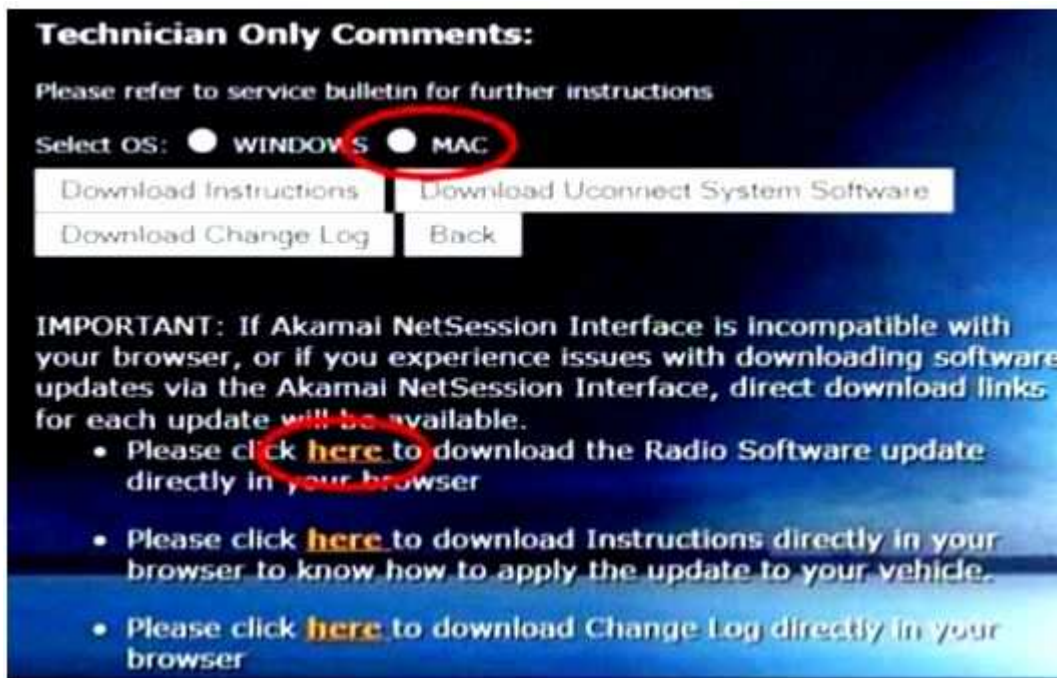


Fig. 2
MAC Download Steps

6. Be sure to download the file to your designated folder before extracting the zip file to the blank USB flash drive.

NOTE: A blank USB flash drive will be needed for each radio update, additional updates can not be on the same USB flash drive.

7. Unzip all the files to the root folder of USB flash drive. Files should not be within a zip folder. Your USB files should look like (Fig. 3) when you open it, displaying multiple files/folders.

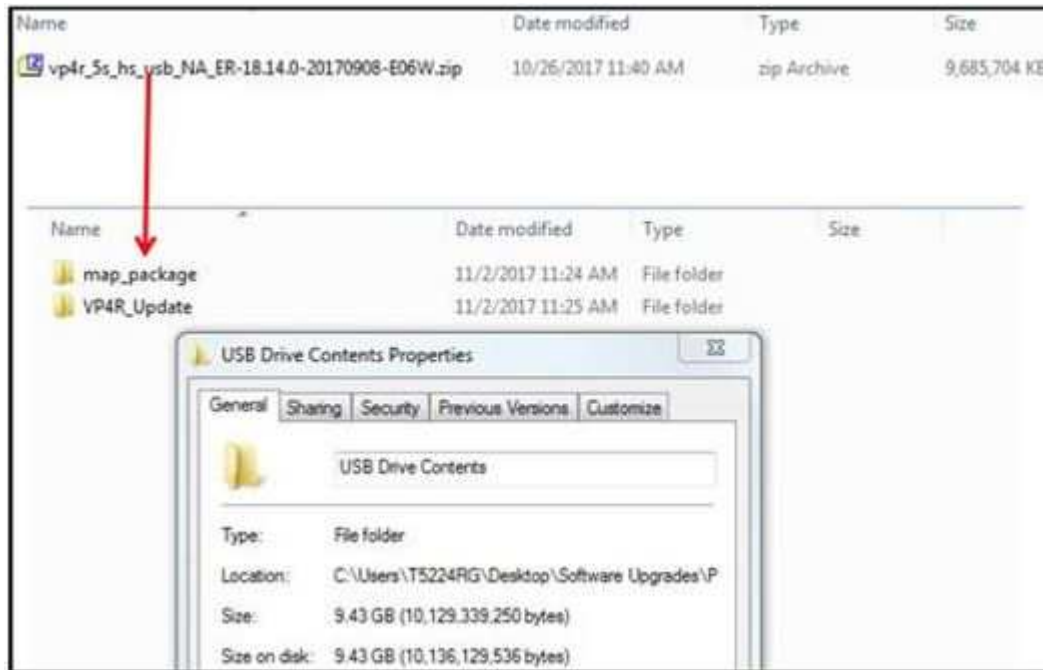


Fig. 3
Files/Folders In The USB Flash Drive

8. Once the file is extracted to the USB flash drive, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Codes.
9. Start the vehicle and insert the correct USB flash drive with new software into the USB port.

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.

10. If the screen in (Fig. 4) 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. 4
Software Not Compatible

NOTE: This software will update the radio to version 21.9.

11. If the radio software is up to date, the screen in (Fig. 5) will be displayed. Press "OK" and remove the USB flash drive.



Fig. 5
Screen Displayed When Radio Software Level Is Up To Date (figure is for reference only)

12. When the radio starts updating, the screen in (Fig. 6) will be displayed.

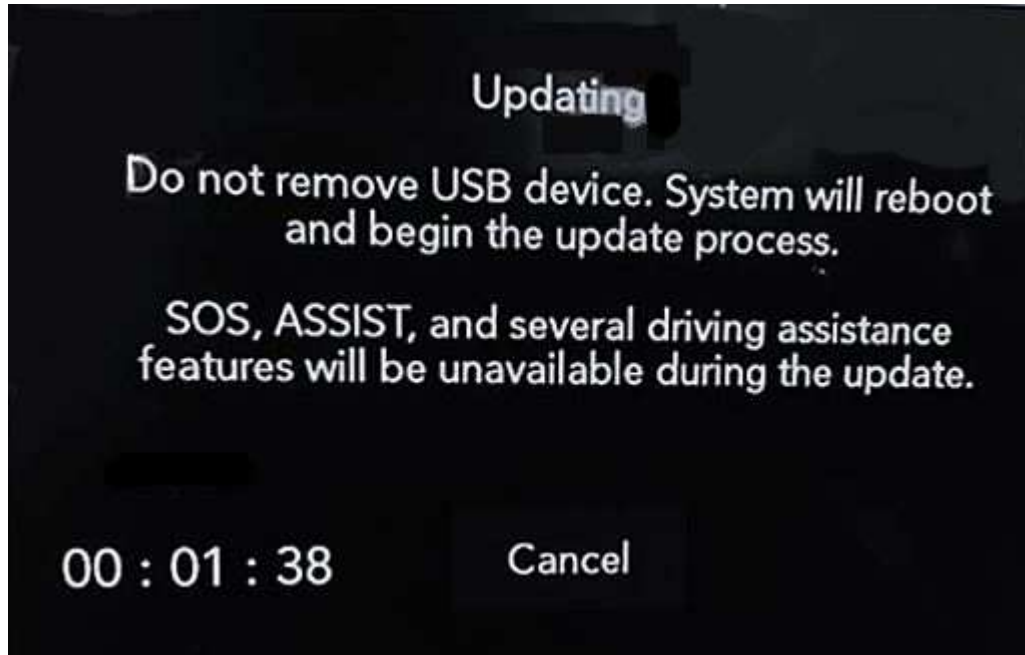


Fig. 6
Radio Update Process Begins

13. The radio will reboot and the update will begin. The update should only take 30 minutes, the timer on the screen may display the incorrect time remaining, (Fig. 7) .

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. 7
Software Update In Progress

14. 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. 8) will be displayed. Press “OK” and remove the USB flash drive.



Fig. 8

Radio Software Has Been Updated (figure is for reference only).

NOTE: After performing the radio update, the radio display screen may have a ghost image that will not clear even after turning off the ignition. This ghost image may appear on any radio screens selected. Do not replace the radio for this concern, turn the vehicle off and allow the radio and vehicle to enter a full power down cycle. A full power down cycle may take between 45 to 60 minutes.

NOTE: After performing the radio update, the temperature in the radio may display the wrong temperature. To correct this, go into the radio setting and change the temperature value to the other value. If it is Celsius change it to Fahrenheit or if it Fahrenheit change it to Celsius. Exit the radio sitting menu, then go back into setting and set the temperature value back to the original value.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-BC	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.

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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