WELCOME TO THE OFFICIAL UCONNECT® SOFTWARE UPDATE SITE

YOU'VE COME TO THE RIGHT PLACE

This is the right place to securely update the software for your Uconnect® System. In order to identify if you need a software update, please enter all 17 digits of your Vehicle Identification Number (VIN) below. If an update is required, you can download the software to a USB drive and then install it on your Uconnect system. Plan ahead as updates can take up to 30-45 minutes and require that your vehicle be parked throughout the software update/installation process. Or, if you prefer, you can make an appointment with your local FCA US dealer for immediate installation at no charge.

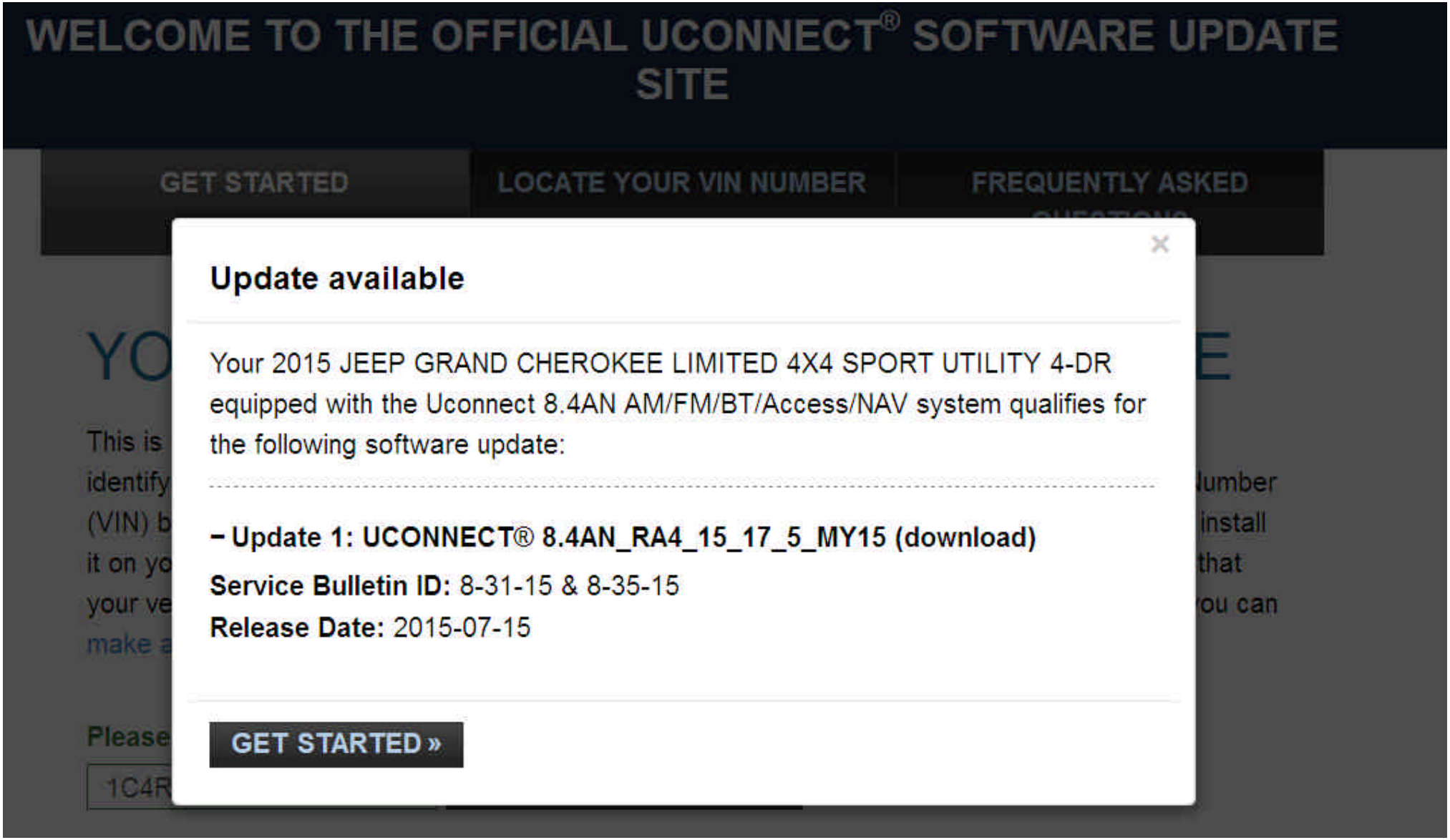
Please enter all 17 digits of your VIN

CHECK FOR UPDATES »

Security Update: Read FCA blog "Unhacking the hacked Jeep® Cherokee" >>

FCA News Release: FCA US LLC Releases Software Update to Improve Vehicle Electronic Security and Communications System Enhancements >>

For any questions regarding how to complete the software update please call our Customer Care Center at 1-877-855-8400.


WELCOME TO THE OFFICIAL UCONNECT® SOFTWARE UPDATE SITE
GET STARTED
LOCATE YOUR VIN NUMBER
FREQUENTLY ASKED
Update available
Your 2015 JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY 4-DR equipped with the Uconnect 8.4AN AM/FM/BT/Access/NAV system qualifies for the following software update:
– Update 1: UCONNECT® 8.4AN_RA4_15_17_5_MY15 (download)
Service Bulletin ID: 8-31-15 & 8-35-15
Release Date: 2015-07-15
GET STARTED »

WELCOME TO THE OFFICIAL UCONNECT® SOFTWARE UPDATE SITE

GET STARTED | UPDATE AVAILABLE | FREQUENTLY ASKED QUESTIONS

READY TO UPDATE?

The software update for your 2015 JEEP GRAND CHEROKEE LIMITED 4X4 SPORT UTILITY 4-DR equipped with the Uconnect 8.4AN AM/FM/BT/Access/NAV system qualifies for a software update available by download.

Click the continue button below to get started.

CONTINUE »

BEGIN TUTORIAL

Before you begin downloading the available Uconnect® software updates, you will need to install the Akamai NetSession Interface. The NetSession Interface is a download manager that optimizes the availability and increases the download speed of large files.

This tutorial will walk you through the Akamai NetSession Interface download and installation and Uconnect software update process.

IMPORTANT: If Akamai NetSession Interface is incompatible with your browser, or if you experience issues with downloading software updates via the Akamai NetSession Interface, direct download links for each update will be available.

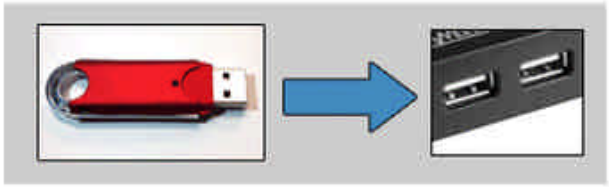
At any point during the tutorial, double-click "Previous" to return to the beginning of the tutorial, or click "Skip" to move to the end of the tutorial and go to the available software downloads.

‹ PREVIOUS SKIP » NEXT ›

GETTING STARTED

Before you begin to download a software update, make sure that you have an empty USB flash drive that can hold at least 4 GB of data. There should be no other files on the flash drive.

Insert the empty flash drive into your computer's USB port.



GETTING STARTED

Once you insert the flash drive into your machine, make note of the assigned drive letter. You will need to reference this drive letter later in the process.

Example: E: Drive

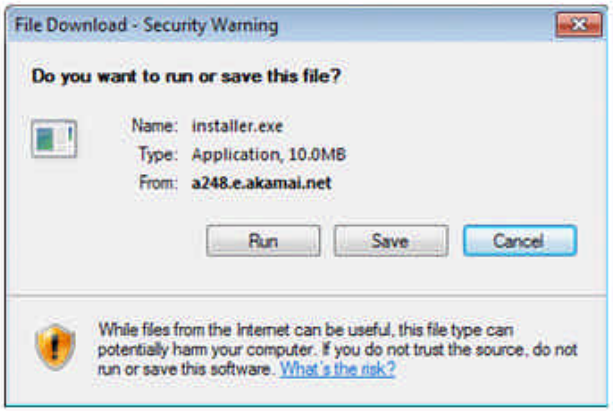
DOWNLOADING NETSESSION

At the end of this tutorial you will be prompted to download the Akamai NetSession Interface (if not it is not already installed) by clicking on the "Download" button (see below).

DOWNLOAD

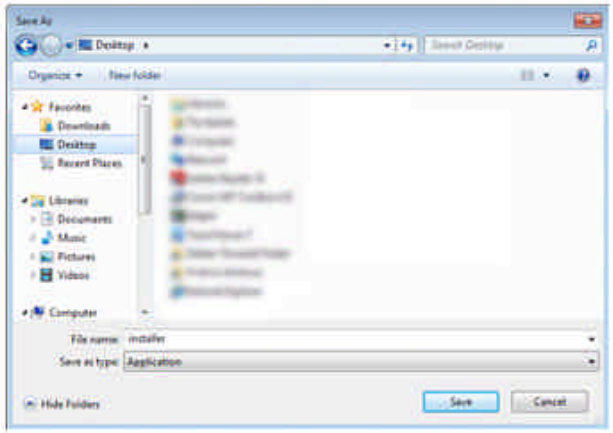
DOWNLOADING NETSESSION

On the dialog box that appears, click "Save".



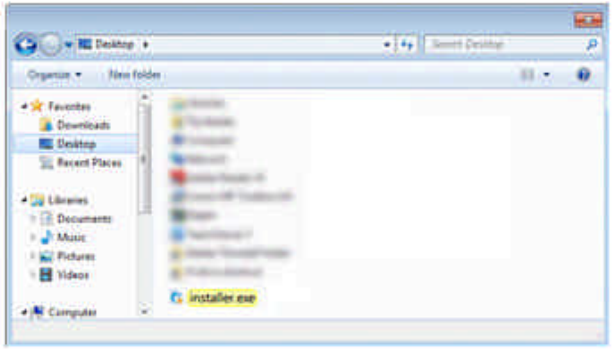
DOWNLOADING NETSESSION

1. Select a destination folder on your local hard drive where the download will be saved.
2. Click "Save" to proceed with the download.



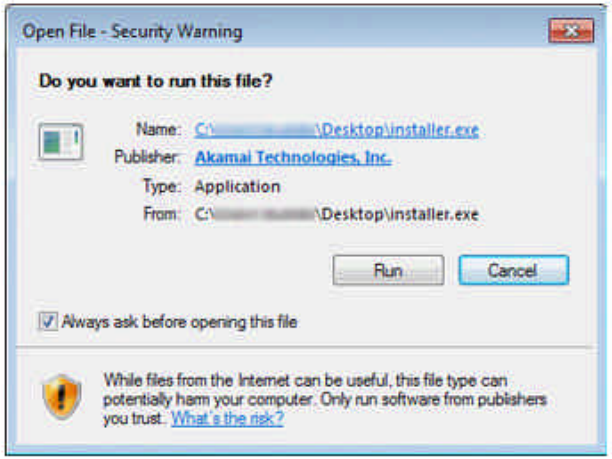
OPEN FILE AND INSTALL

Once the file "installer.exe" has been downloaded, double-click the file to start the installation process.



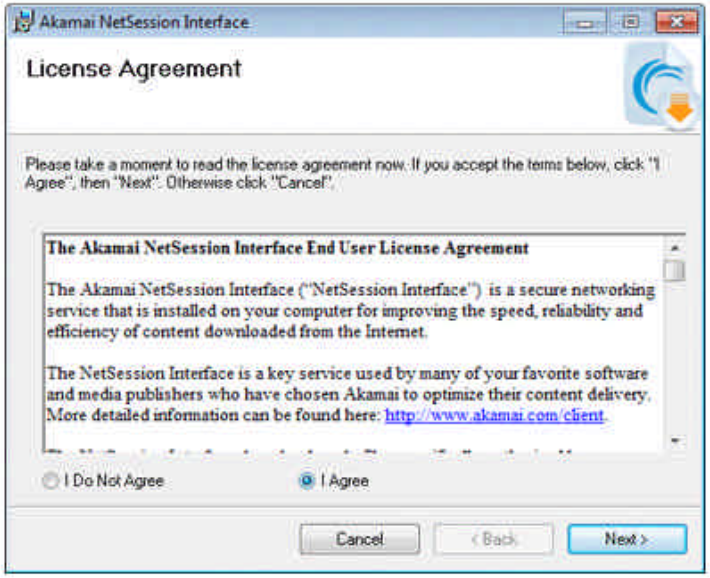
OPEN FILE AND INSTALL

Click "Run" to start the installation process.



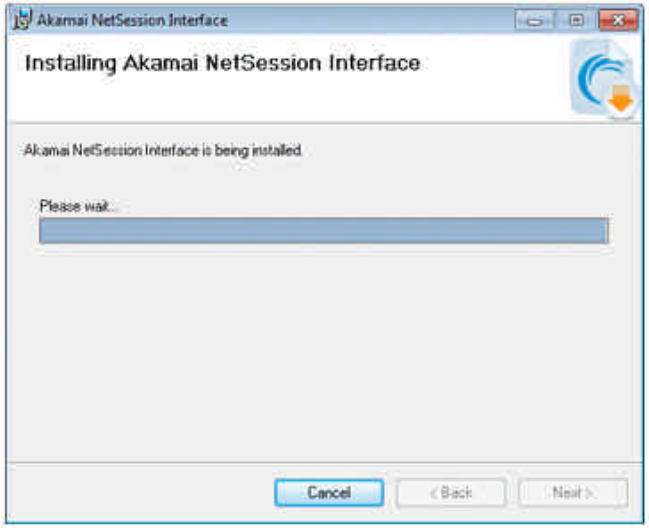
OPEN FILE AND INSTALL

Read the End User License Agreement (EULA). To proceed with the installation, you must accept the agreement by selecting "I Agree". Then click "Next".



OPEN FILE AND INSTALL

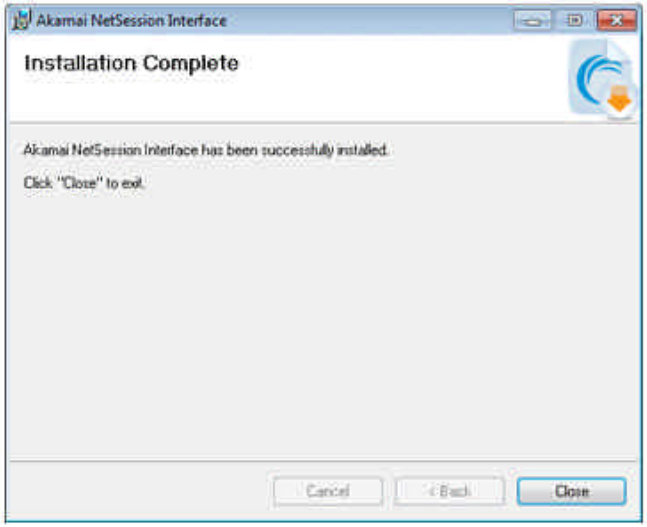
A status bar will display the progress of the installation.



‹ PREVIOUS SKIP » NEXT ›

OPEN FILE AND INSTALL

Once the installation has completed, click "Close".



DOWNLOADING THE UPDATE

Once you have verified that the Akamai NetSession Interface installation was successful, you can use the Akamai NetSession Interface to download the available Uconnect® software updates.

To initiate an Akamai NetSession download for an available update, click on the following button (which will appear for each available update):

DOWNLOAD »

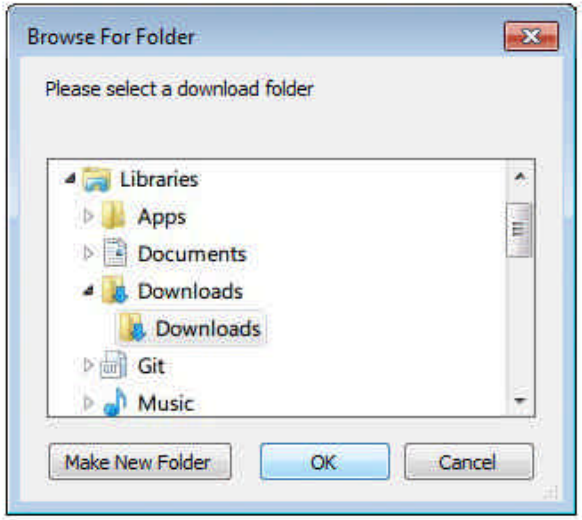
IMPORTANT: If Akamai NetSession Interface is incompatible with your browser, or if you experience issues with downloading software updates via the Akamai NetSession Interface, direct download links for each update will be available.

DOWNLOADING THE UPDATE

After clicking the "Download" button, a download status bar will appear.

DOWNLOADING THE UPDATE

Select a destination folder on your local hard drive where the download will be saved and click "OK" to proceed with the download.

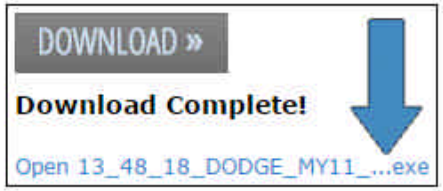


DOWNLOADING THE UPDATE

The status bar will show the time remaining for the update to download.

DOWNLOADING THE UPDATE

Once the download has completed, a link to open the file will appear under the update. Click this link to continue.

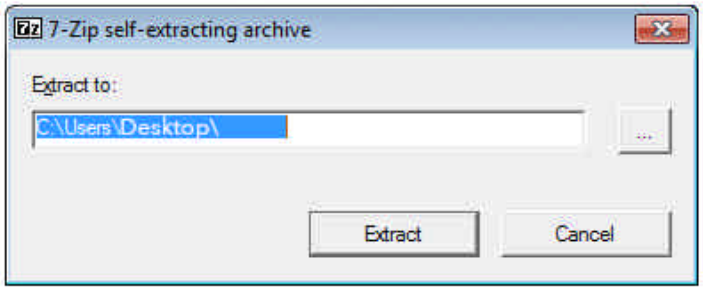


DOWNLOADING THE UPDATE

Open and run the downloaded file by clicking "Open".

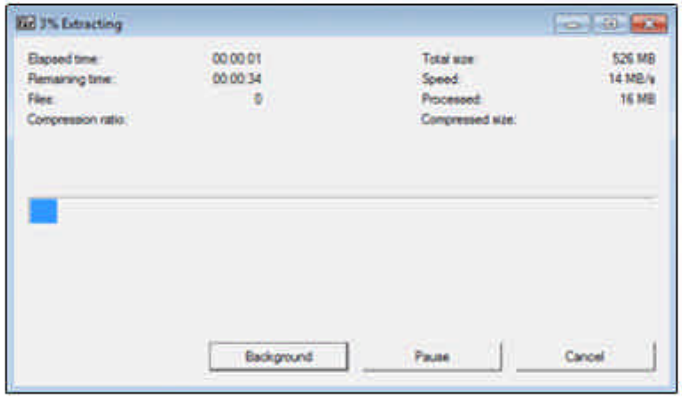
DOWNLOADING THE UPDATE

1. Click the button marked "..." to browse to your USB flash drive.
2. Select the USB flash drive. It will be marked with the drive letter that you noted earlier in the process.
3. Click "Extract".



DOWNLOADING THE UPDATE

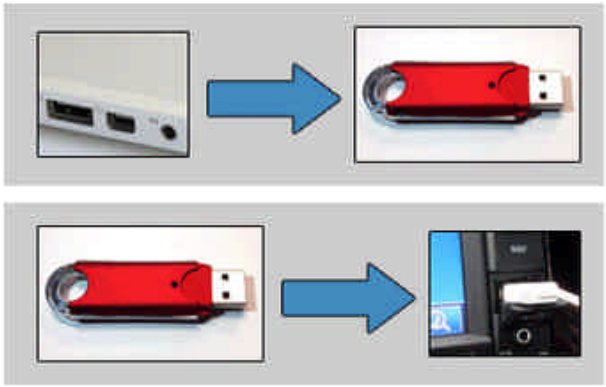
A status bar will display the progress of the file extraction.



INSTALLING THE UPDATE

Once the file has been saved to the USB flash drive, remove the flash drive from your computer and insert it into the USB port on your vehicle. To proceed, you will need to set your vehicle ignition switch to "on".

Follow the instructions that appear on your vehicle's touchscreen to perform the update.



TUTORIAL COMPLETE

If you cannot complete the Akamai NetSession Interface installation, or if you encounter any issues with downloading updates by using the Akamai NetSession Interface, you can download software updates by clicking the direct download link for each available update.

Click here to go to your available software updates.

To return to the beginning of the tutorial, double-click "Previous".

– Update 1: UCONNECT® 8.4AN_RA4_15_17_5_MY15 (download)

Service Bulletin ID: 8-31-15 & 8-35-15
Release Date: 2015-07-15

Instructions:
Once you have downloaded this software update, click here for instructions on how to apply the update to your vehicle.

In This Version:
Should you encounter any issues with your update, please contact the Uconnect customer care center at 1-877-855-8400, and press # to reach a customer support technical specialist. Canadian residents , call 1-800-465-2001 (English) or 1-800-387-9983 (French). Residents outside the US and Canada please see your dealer.

This update contains the following improvements and or additions:
-Improved Radio security protection to reduce the potential risk of unauthorized and unlawful access to vehicle systems (Applies to US market only)
-Enhanced performance in Navigation, AM/FM Sound Quality and Voice Recognition

DOWNLOAD »

Downloading
MY15_V3__NAFTA_RA4_15_17_5.exe

2 minutes remaining.

☑ **Automatically open when complete**

If you are unable to download this update by using the Akamai NetSession Interface, please click here to download the update directly in your browser.

MY15_V3__NAFTA_RA4_15_17_5.exe 440,311 KB Application 7/25/2015 9:02 AM
installer.exe 10,230 KB Application 7/25/2015 8:55 AM
swdl.iso 673,842 KB ISO File 4/24/2015 7:15 PM