



NUMBER: 08-110-20

GROUP: 08 - Electrical

DATE: December 31, 2020

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 20-101, date of issue December 31, 2020. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RRT will expire 18 months after the date of issue.

SUBJECT:

Telematic Box Module (TBM) Enhancements

OVERVIEW:

This bulletin involves updating the Telematic Box Module (TBM) latest available software.

MODELS:

2021	(JL)	Jeep Wrangler
2021	(JT)	Jeep Gladiator

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

NOTE: This bulletin applies to (JL) vehicles built on or after November 09, 2020 (MDH 1109XX) and on or before December 07, 2020 (MDH 1207XX) equipped with an Uconnect 8.4 navigation radio (Sales Codes UGQ).

NOTE: This bulletin applies to (JT) vehicles built on or after October 24, 2020 (MDH 1024XX) and on or before December 02, 2020 (MDH 1202XX) equipped with an Uconnect 8.4 navigation radio (Sales Codes UGQ).

SYMPTOM/CONDITION:

Customers may experience the following:

- CarPlay® audio does not mute during an active Ecall.

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 a customer's VIN is listed in VIP or your RRT VIN list, perform the Diagnosis procedure. **This RRT only applies to vehicles on the RRT VIN list.**

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

NOTE: Radio (UGQ Sales Code) must be updated to the latest available software prior to this repair procedure. Refer to all applicable published technical service bulletins for detailed repair procedures and labor times regarding updating the UGQ radio software.

1. Verify the radio is programmed with the latest available software. Refer to all applicable published service bulletins for detailed repair procedures and labor times regarding updating the UGQ radio software.
2. Does the TBM have the latest software already installed?
 - YES>>> This bulletin has been completed, use inspect LOP (18-20-34-9W) to close the active RRT.
 - NO>>> Proceed to [Step 3](#) of the Repair Procedure.
3. Reprogram the TBM with the latest software. Detailed instructions for flashing control modules using the wiTECH 2 Diagnostic Application are available by selecting the application's "HELP" tab.
4. Clear any DTCs that may have been set in other modules due to reprogramming. The wiTECH 2 application will automatically present all DTCs after the flash and allow them to be cleared.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-20-34-9W	Module, Telematic Box (TBM), Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-20-34-9X	Module, Telematic Box (TBM), Inspect and Reprogram (0 - Introduction)	6 - Electrical and Body Systems	2.5 Hrs.

FAILURE CODE:

The dealer must choose which failure code to use depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.

- 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.
- The failure code “RF” (Required Flash) can no longer be used on Service Bulletin flashes. **The “RF” failure code must be used on an RRT.**
- 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.

RF	Required Flash - RRT
CC	Customer Concern