This bulletin supersedes Technical Service Bulletin (TSB) 08-114-21, date of issue July 03, 2021, which should be removed from your files. All revisions are highlighted with **asterisks** and include updated steps for performing an EPS module reset.

This Technical Service Bulletin has also been released as a Rapid Response Transmittal (RRT) 21-089, date of issue July 03, 2021. All applicable 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:
UBR UER and UFR Radio Enhancements

OVERVIEW:
This bulletin involves updating the radio software level to 34.00.49.

MODELS:

2021	(WL)	Jeep Grand Cherokee

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

NOTE: This bulletin applies to vehicles built on or before June 30, 2021 (MDH 0630XX) equipped with a Uconnect 5 W 8.4″ Display (Sales Codes UBR, UER or UFR).

SYMPTOM/CONDITION:
Customers may experience one or more of the following:

- Unable to connect vehicle Wi-Fi hot spot.
- SXM radio does not retain the same channel after the vehicle has been shut off.

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 Repair Procedure. **This RRT only applies to vehicles on the RRT VIN list.**

REPAIR PROCEDURE:

NOTE: A 8 GB USB flash drive is required for this update. It is also recommended to use a quality, name brand (Kingston®) flash drive over a generic USB flash drive.

1. Has a **8 GB** USB flash drive been created?
   - YES >>> Proceed to Step 13.
   - NO >>> Proceed to Step 2.
2. Perform the following steps to format the USB flash drive (Fig. 1) .
   a. Select "FAT32" format.
   b. Select "Default allocation size" under Allocation Unit Size.
   c. Select "Quick Format" under Format Options.
   d. Click "Start".

Fig. 1
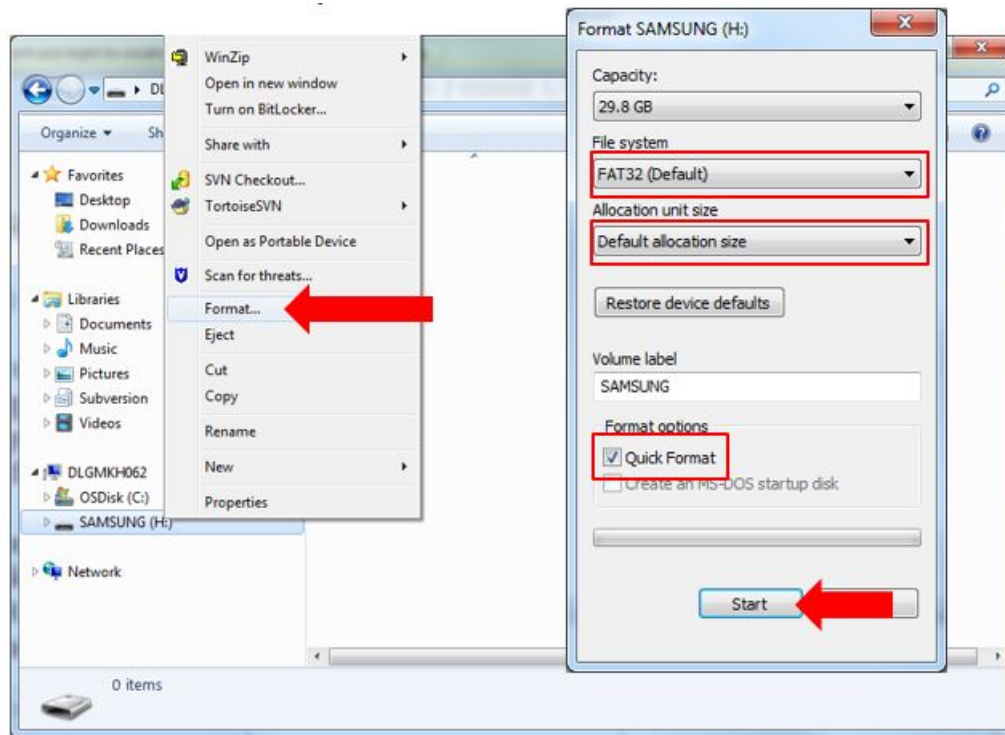**Formatting The USB Flash Drive**

3. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.

4. 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: 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.

5. Use a blank USB flash drive with at least 8 GB of space. Follow the on-screen instructions to download the software files.

6. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads (Fig. 3) .
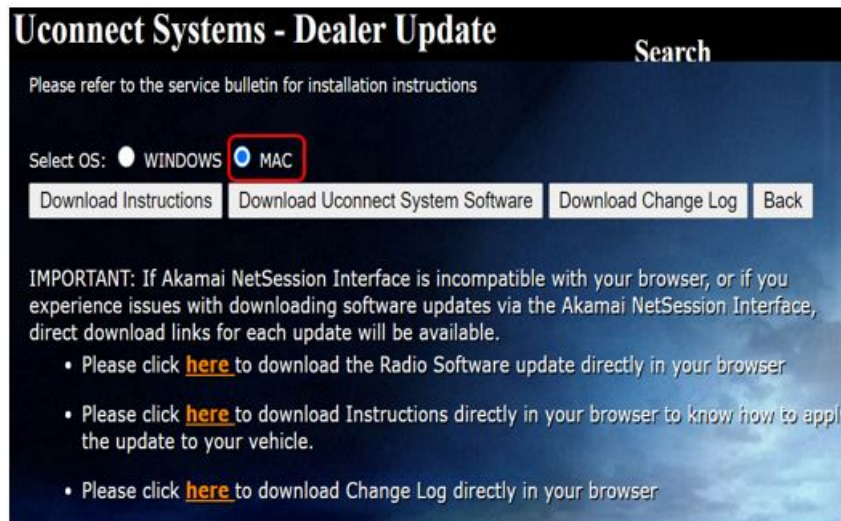

Fig. 3
MAC Download Steps

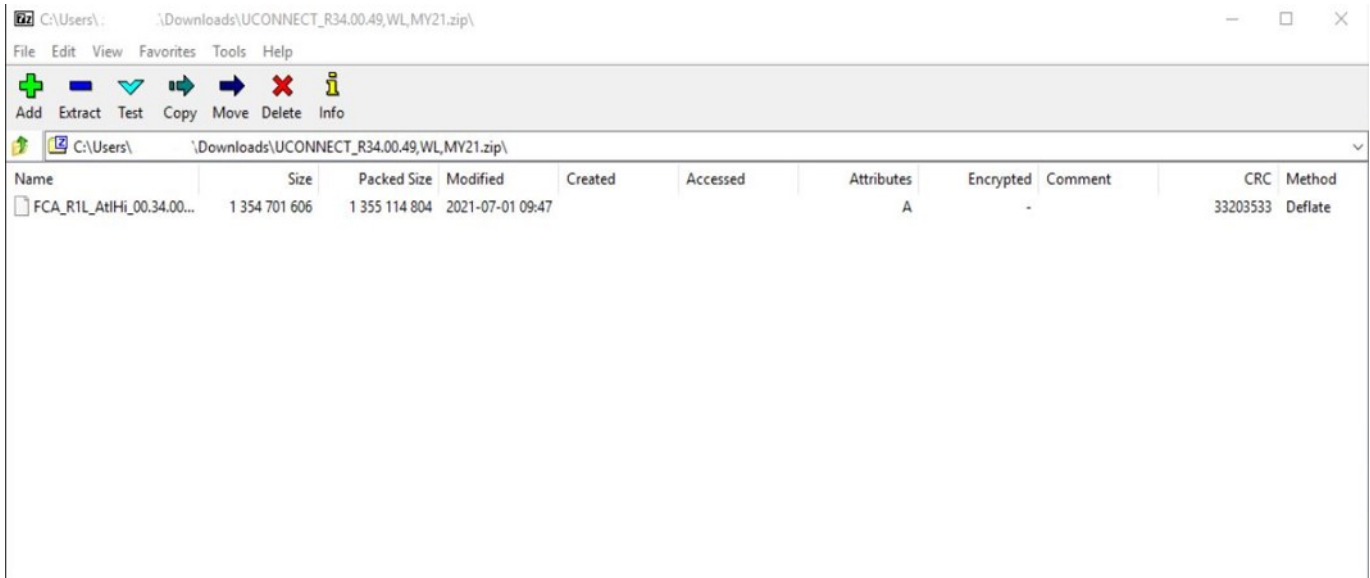7. Be sure to download the file to your PC's desktop and open it (Fig. 4) .

Fig. 4
Extracted File

8. Extract the downloaded file to the USB flash drive (Fig. 5) .

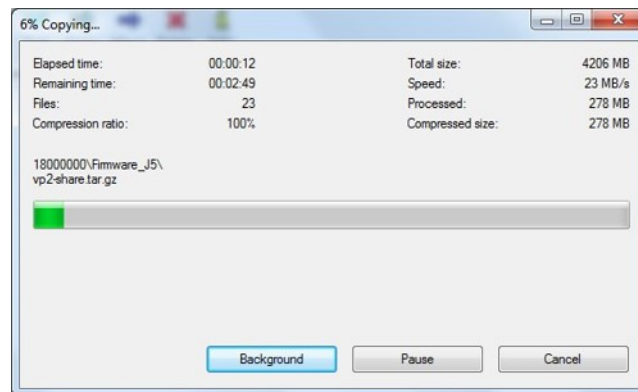   **NOTE: It may take a few minutes for an accurate extract time to be displayed.**

Fig. 5
Extract File To USB (Example)

9. Once the file is extracted to the USB flash drive flash drive, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Code.

CAUTION! Eject the USB flash drive properly from your PC. Failure to eject the USB flash drive properly may result in an improper file byte size and cause the update to not fully download.

10. Perform the following steps to properly eject the USB flash drive (Fig. 6) .

    a. Right click on the location of the USB flash drive.

    b. Click "Eject" to avoid data corruption.

    c. Remove the USB flash drive from the PC.

Fig. 6
Ejecting The USB Flash Drive

NOTE: Verify the vehicle fuel level is at least 1/8 of a tank. If not, add fuel as required.

11. Shut off all remaining accessories for the duration of the update (flashers, climate controls, etc.).

12. Wait for the radio to fully power on and initialize. Ensure all splash, partner logo, animation, disclaimer and main screens have loaded, before starting the software update.

NOTE: The engine must be running and radio powered on during the update. Failure to do so may result in the radio not being updated and create connectivity issues. DO NOT remove the USB flash drive during the update.

13. Start the vehicle and insert the USB flash drive into the USB port.

14. Vehicle must be out of "Ship Mode". Starting at the radio 'Home' screen (Fig. 7) .

Fig. 7
Home Screen

CAUTION! Ensure no other device is plugged into any of the USB ports while performing this update. If other devices are connected to the USB ports during the update, it may cause failure of files to be loaded. Failure to do so may cause the radio to need replacement.

15. Insert the USB flash drive into the USB port.

16. The radio will prompt you if you want to update to the newest software version (Fig. 8) .

Fig. 8
Software Update Screen

17. Select "Update Now".

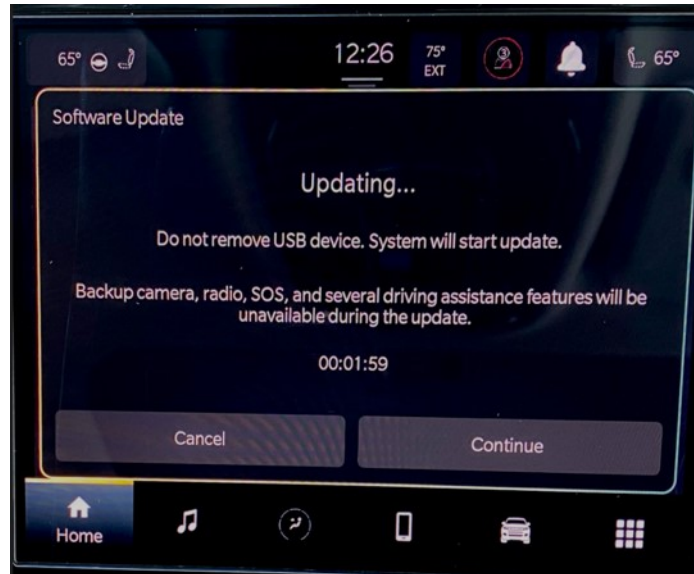18. The radio will prompt you if you want to continue updating to the newer software (Fig. 9) .

Fig. 9
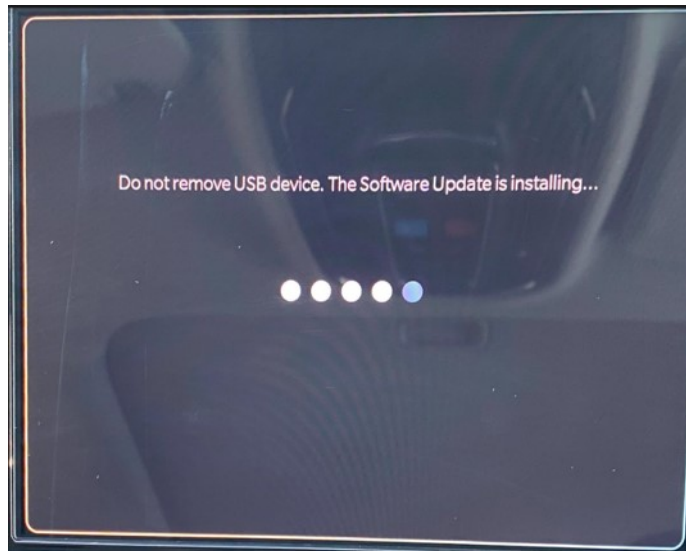**Software Updating Screen**

19. Select "Continue" (Fig. 10) .

Fig. 10
Installing Update Screen

20. The update will take approximately 15-20 minutes (Fig. 11) .

Fig. 11
Update In Progress Screen

21. The radio will reboot and you will observe the update screen after the splash screen once the update has been successful.(Fig. 12) .

Fig. 12
Software Updated Screen

22. Select "What's new" to confirm the software has been updated to 34.00.49 (Fig. 13) .
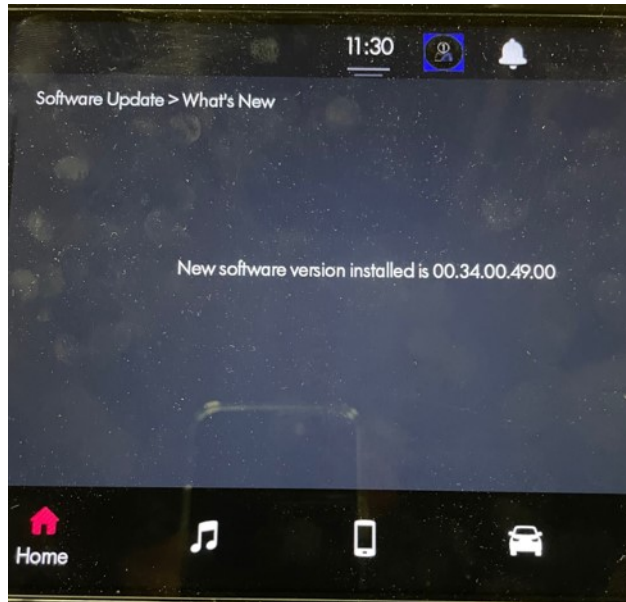

Fig. 13
What's New Screen

23. Remove the USB flash drive from the USB port.
24. Cycle the ignition 'Off' and allow vehicle to go to sleep for two minutes.

   NOTE: ** If the EPS module is not reset, this may cause the EVIC to display a message indicating to service the Active Lane Management (ALM).

25. Perform a EPS reset in the Guided Diagnostics menu in wiTECH.
26. To perform an EPS reset with wiTECH Go to the Guided Diagnostics menu > Select Reset ECU > Select "EPS" from the list of modules > Click "Continue" at the bottom of the page then follow the wiTECH prompts.**
27. Clear all DTCs that may have been set.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-HW	Radio, Software - Create USB Jump Drive From Uconnect Website **(One Time Only)** (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-HZ	Radio, Check Software Level and Perform Software Update (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 listed.

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