



**NUMBER:** 08-173-21 REV. A

**GROUP:** 08 - Electrical

**DATE:** November 30, 2021

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**This bulletin supersedes Technical Service Bulletin 08-173-21, date of issue November 17, 2021, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include updated build date and symptom/condition.**

**SUBJECT:**

Flash: Telematics Box Module (TBM) Updates

**OVERVIEW:**

This bulletin involves reprogramming the TBM with the latest software available.

**MODELS:**

2022 (WS) Grand Wagoneer/Wagoneer

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

**NOTE:** This bulletin applies to vehicles built on or before **\*\*September 25, 2021 (MDH 0925XX)\*\*** equipped with Global Telematics Box Module (Sales Code RDG).

**SYMPTOM/CONDITION:**

The customer may describe the following:

- **\*\*Remote operation inoperative.\*\***
- Wi-Fi unavailable.
- Issues logging in and enabling Wi-Fi.
- SOS calls unavailable.

**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:** 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.

1. Reprogram the TBM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application' "HELP" tab.
2. Wait 2 minutes after the TBM flash has been completed.

3. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH 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
18-20-37-90	Module, Telematics Box (TBM) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	1.9 Hrs.

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 90 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.**

**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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