



**NUMBER:** 08-115-21

**GROUP:** 08 - Electrical

**DATE:** July 9, 2021

*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) 21-091, date of issue July 09, 2021. 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:**

Front USB Media Ports Inoperative

**OVERVIEW:**

This bulletin involves software update for the front USB media hubs.

**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 July 09, 2021 (MDH 0709XX).**

**SYMPTOM/CONDITION:**

Customers may experience the following:

- Front media hubs inoperative.

**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. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

**REPAIR PROCEDURE:**

1. Use a blank 4GB USB flash drive to create a new formatted flash drive.

**NOTE: A newly formatted USB flash drive should be create for each vehicle. Every time a vehicle has been updated, a update log file will be added to the USB flash drive.**

2. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files. Follow the instructions on the website to create the USB flash drive.

**NOTE: A blank USB flash drive must be used to download the Media Hub software. The USB flash drive should be 4GB or larger and formatted with Fat 32.**

**NOTE: If the dealer cannot download the software, make sure you have proper security access. If you do not have proper security access, have the Service Manager or Shop Foreman download the software update.**

- Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads (Fig. 1) .

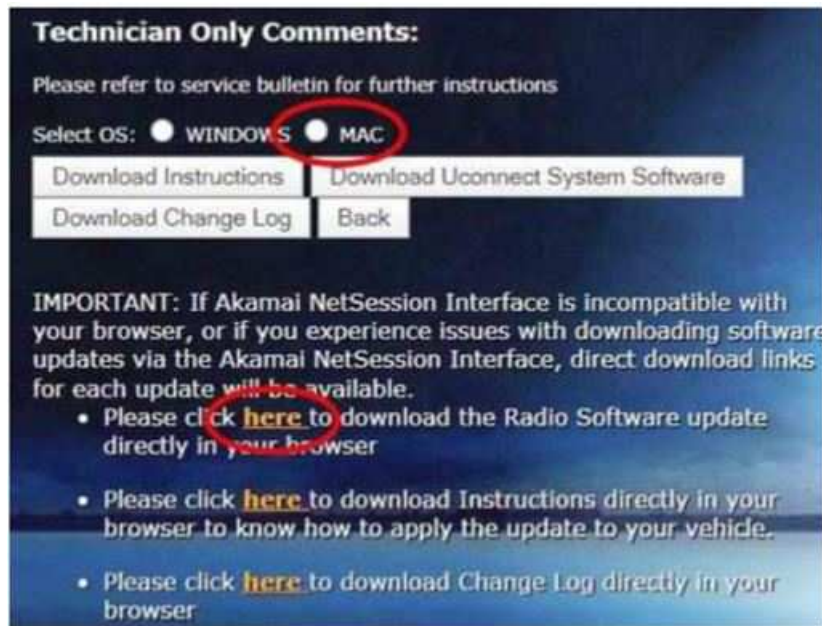


Fig. 1

#### MAC Download Steps

- Extract the file to the USB flash drive.
- Ensure the ignition is in the OFF position and install the USB flash drive into the right front USB port, the USB port will have a number "2" next to it. This port must be used to update the media hub.

**NOTE: Make sure ignition is off, media hub lights will stay on for 60 seconds after a key off event.**

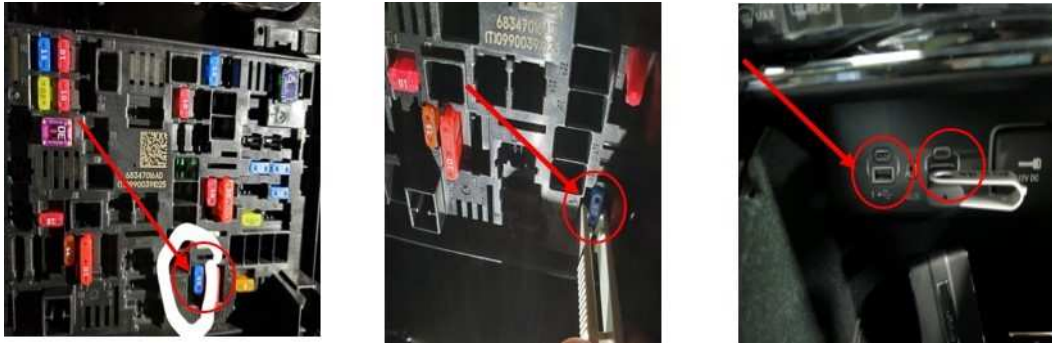
- Locate the two push pins for fuse access on driver side. Using a thin trim stick pop the two push pins out to expose the fuse panel (Fig. 2) .



Fig. 2

#### Push Pin

7. Locate fuse (63A) which is a blue 15 Amp fuse. Using a fuse puller tool, pull out the fuse as shown. After 5 seconds, re-insert the fuse. When the fuse is pulled, media hub lights will turn off (Fig. 3) .



**Fig. 3**  
**Fuse 63A Location**

8. Re-assemble the two push pins to the fuse access cover (Fig. 2) .
9. Cycle engine to RUN - DO NOT start the engine (Fig. 4) .



**Fig. 4**  
**Run Position**

10. Look at the media hub with the USB flash drive plugged in, when the update is completed the media hub lights blink on and off five times (Fig. 5) .



**Fig. 5**  
**USB Flash Drive**

11. The update should take only two minutes.
12. Do not pull the USB flash drive out, unless you see the media hub lights blink five times.

13. Once the Media Hub blinked five times then remove the USB flash drive (Fig. 5) .
14. Insert USB flash drive into a computer and open the USB flash drive than open the upgrade log file. The two lines should read “**complete**” if the update was successful (Fig. 6) .

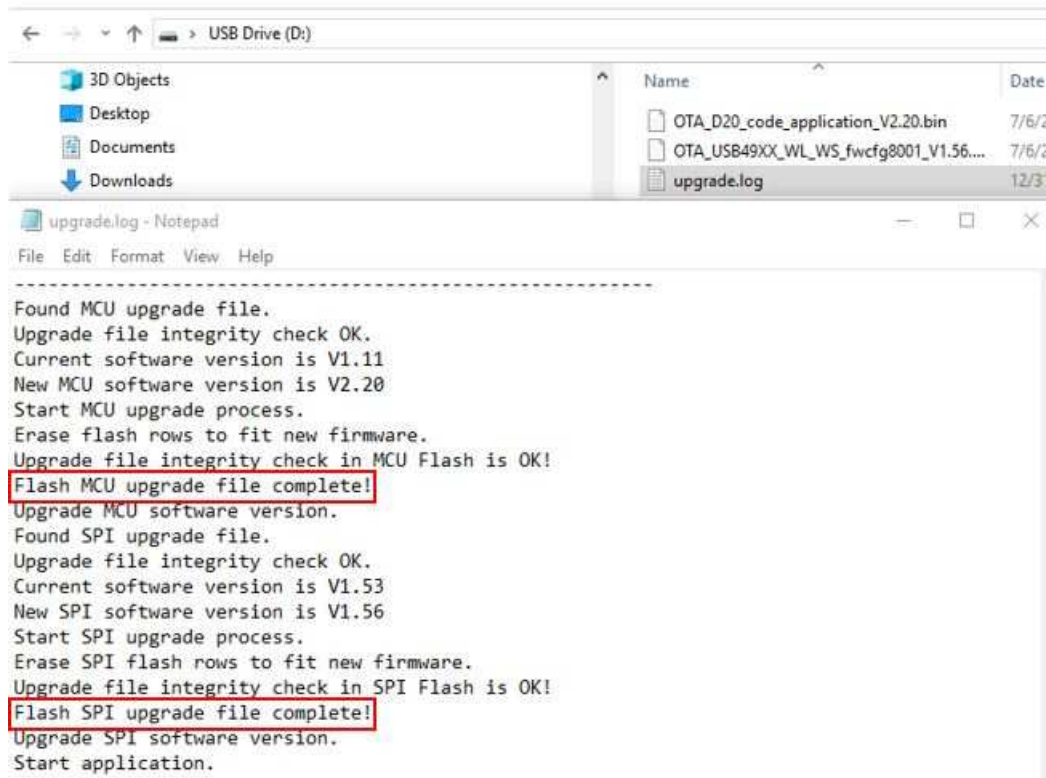


Fig. 6  
Upgrade Log

**NOTE: If the update was not successful, delete the software off the USB flash drive and start over again.**

15. If update was not successful, perform the update again, proceed to [Step 1](#).
16. Using wiTECH, clear all DTCs that may have been set in any module due to reprogramming.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-60-24-90	Create USB Jump Drive and Reprogram Front USB Media Hub (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 2 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.**

**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