



NUMBER: 08-039-22

GROUP: 08 - Electrical

DATE: March 1, 2022

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SUBJECT:

UBQ, UEQ, UFQ, UBN, UEN And UFN Radio Enhancements

OVERVIEW:

This bulletin involves inspecting the software level and updating the software to S21D.5.

MODELS:

2022 (WS) Grand Wagoneer/Wagoneer

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

NOTE: This bulletin applies vehicles built on or before February 11, 2022 (MDH 0211XX) equipped with a Uconnect 5 Nav W 12" Display (Sales Codes UBQ, UEQ, UFQ, UBN, UEN or UFN).

SYMPTOM/CONDITION:

The customer may describe following:

- Audio distortion (hissing, water sprinkler, or salt shaker noise).

The following software enhancements are available:

- Apple CarPlay® and Android Auto® improvements.
- Climate control screen improvements.
- Voice recognition command improvements.
- SXM radio improvements.

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:

1. Has a **4GB** USB flash drive been created?
 - YES>>> Proceed to [Step 9](#).
 - NO>>> Proceed to [Step 2](#).
2. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.
3. Use a blank USB flash drive with at least 4GB of space. Follow the on-screen instructions to download the software files.

NOTE: When downloading the software file, always select the MAC version, regardless of the computer being used.

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

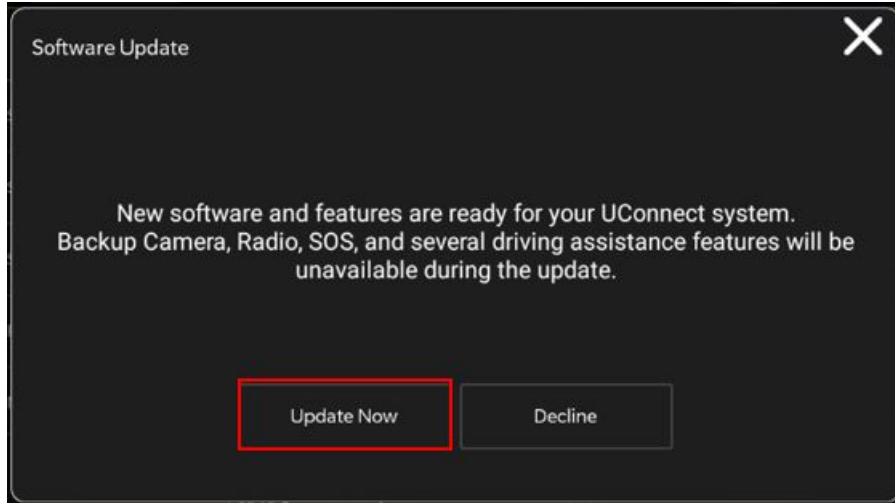


Fig. 1
MAC Download Steps

5. Download the radio SW from DealerConnect to a blank USB flash drive. The USB flash drive should be at least 4GB and formatted to **NTFS**.
6. **Do not unzip** the folder/file and move all contents to the root directory of the USB.
7. There should only be one file on the USB root directory labeled as a zip folder.
8. Once the USB flash drive have been created, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Codes.
9. Start the vehicle and insert the correct USB flash drive with new software into the USB port.

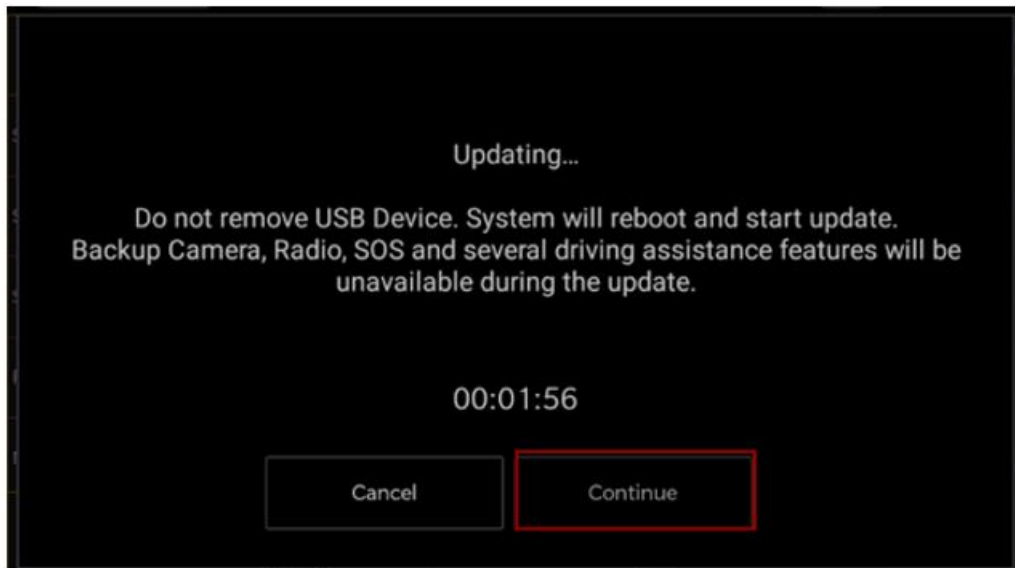
CAUTION! Make sure no other device is plugged into any of the USB ports while performing this re-program. If other devices are connected to USB ports during re-programming, it may cause failure of files to be loaded which may cause the radio to need replacement.

10. Once the system has verified there is an available update, press the “Update Now” button. Make sure the vehicle is in park. **Do NOT turn the ignition off until the two minute timer has expired. The ignition doesn’t have to be turned off to update the radio’s software (Fig. 2) .**



**Fig. 2
Software Update Is Available**

11. Press the “Continue” on the display screen (Fig. 3) .



**Fig. 3
Continue Display Screen**

- The radio will reboot and the update will begin. The update should only take 30 minutes (Fig. 4) .

NOTE: Do NOT turn off the vehicle when the software update is completed and told to remove the USB flash drive.



Fig. 4
Software Update Completed

- Do Not** turn off the ignition at this point. The update is still in process, wait until the radio restarts and the home screen is displayed. This should take around five minutes.
- Sometimes the radio will display an error pop up " Invalid_Binary_Switch " after successful radio update. Please ignore this error message and press "OK" to continue (Fig. 5) .

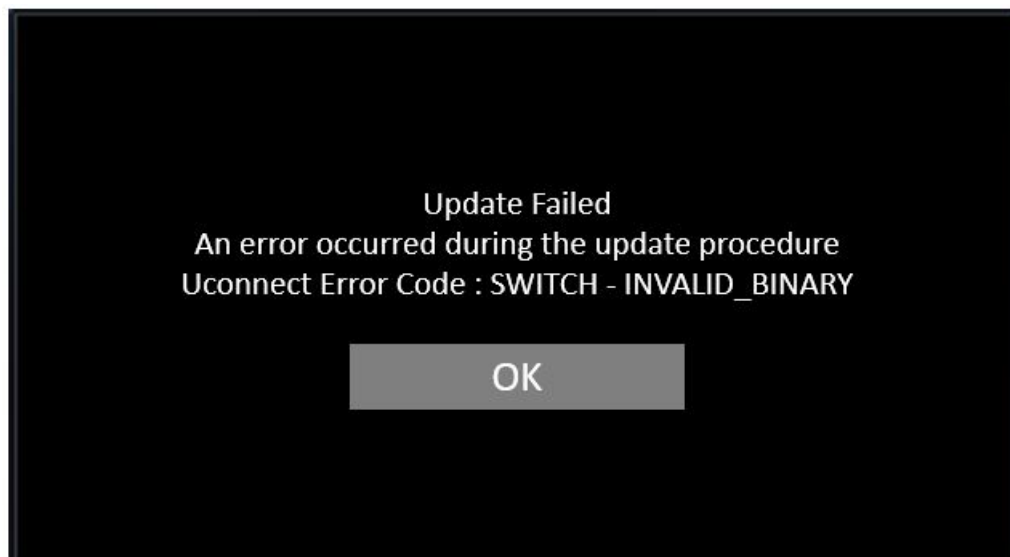


Fig. 5
Error Message

15. Press “OK” to continue (Fig. 6) .

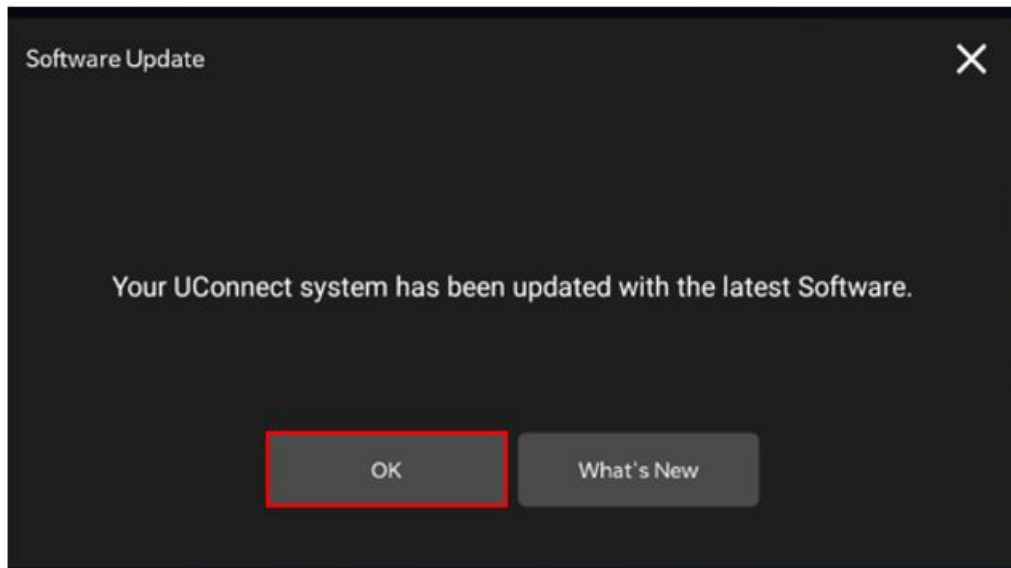


Fig. 6
Radio Software Has Been Updated

16. Check if the radio software has been updated. Go to “Vehicle Settings” then select “ System Information” and look for “Radio Version”.
17. Was the radio updated to S21D.5?
- YES >>> Proceed to [Step 18](#).
 - NO >>> Perform the update one more time. Proceed to [Step 9](#).
18. Perform a “Factory Reset. This can be found in the radio under Vehicle Setting > Reset > Perform Factory Reset.
19. Once the reset is completed turn off the ignition open and closed the drivers door and let all modules go to sleep. Make sure the scan tool is **not** connected at this point.
20. After all the modules have been a sleep mode for five minutes, turn the ignition back on.
21. Before clearing all DTCs, cycle the ignition Off and back to “Run” quickly (within two seconds).
22. Using the 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
18-60-02-9U	Radio, Software - Create USB Jump Drive from Uconnect Website s/w S21D.5 (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-02-9V	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 use failure code **CC** with this Technical Service Bulletin.

- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Technical 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 Technical Service Bulletin flash/reprogramming conditions.

CC	Customer Concern
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