



NUMBER: 08-048-22

GROUP: 08 - Electrical

DATE: March 9, 2022

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This bulletin supersedes Technical Service Bulletin (TSB) 08-114-21 REV. A, date of issue November 13, 2021, which should be removed from your files. All revisions are highlighted with **asterisks**** and include new RSU number, update software, model year, symptoms and LOP.**

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-042, date of issue March 09, 2022. All applicable Sold and Un-Sold RRT/RSU VINs have been loaded. To verify this RSU 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 RSU will expire 18 months after the date of issue.

SUBJECT:

UBR UER and UFR Radio Enhancements

OVERVIEW:

****This bulletin involves updating the radio (UBR and UER) software level from the current level R34.00.49 or R37.03.58 to R41.00.56****

This bulletin involves updating the radio (UFR) software level to 34.00.49.

MODELS:

2021 - ****2022**** (WL) Jeep Grand Cherokee

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

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

NOTE: This bulletin applies to 2021 and 2022 vehicles built on or after February 01, 2021 (MDH 0201XX) and built on or before December 27, 2021 (MDH 1227XX) equipped with a Uconnect 5 W 8.4" Display (Sales Codes UBR or UER).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- ****Auto button on climate control screen not present.**
- When Voice Recognition (VR) button is pressed on radio, wrong message is displayed. Displays "Bluetooth® Pairings" instead of connect Apple Carplay® or Android Auto® device.
- Wi-Fi hotspot password always shows "null". Customer can't use feature.
- Wi-Fi hotspot name not recognized on customer's cellular device.
- Language selection on radio can not be saved after selecting.
- Wrong date format displayed using Korean language.
- Radio display is blank (rear view camera still operable).
- Radio touchscreen inoperative.
- Zoom In/Out button inoperative for rear view camera.

- Rear Cross Path Mode and Blind Spot chime keeps playing when object is no longer present.
- Irregular chime frequency.
- Time format does not change from military to 12-hour format.
- ABC Jump Keyboard will not display.
- Incorrect DTC implementation for Media Hub disconnection.
- Pressing mute hard key while on phone call does not mute microphone.
- Adjust clock settings shortcut in home screen does not navigate you to the right screen.
- SXM radio stuck on current channel, no audio and can't navigate to other channels using soft keys or knob.
- Media port working intermittently and setting and may set Diagnostic Trouble Codes (DTC's):
 - B15A1-00 - Media Port 1 Connection.
 - B15A3-00 - Media Port 3 Connection.
 - B15A4-00 - Media Port 4 Connection.**
- 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 RSU VIN list, perform the Repair Procedure. **This RSU only applies to vehicles on the RSU 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”.

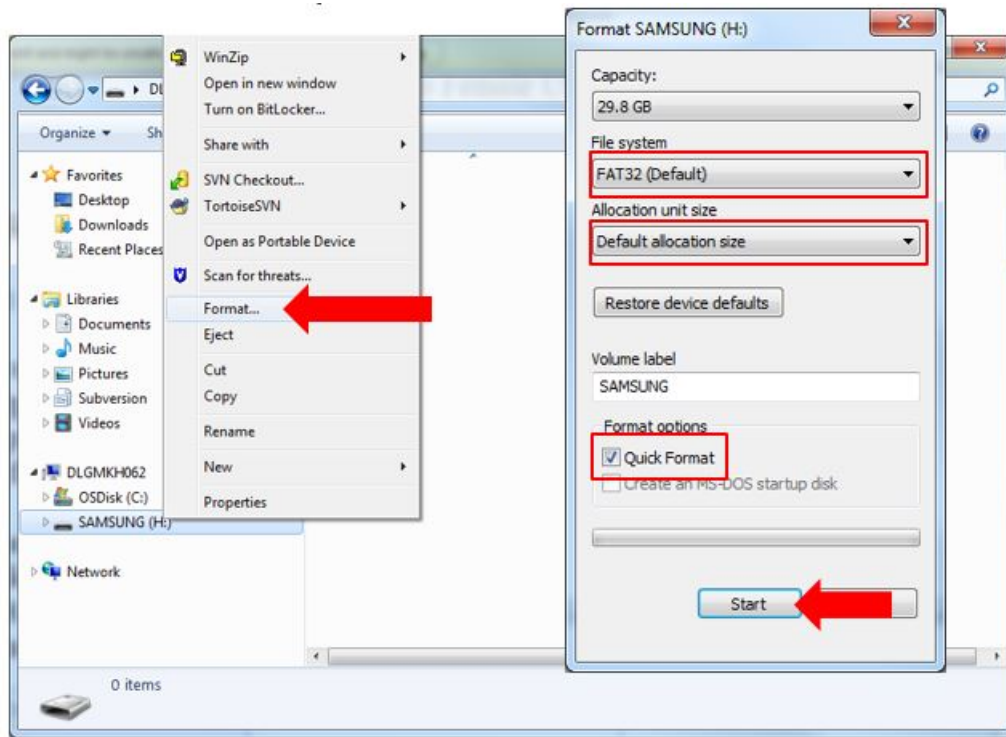


Fig. 1
Formatting The USB Flash Drive

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.

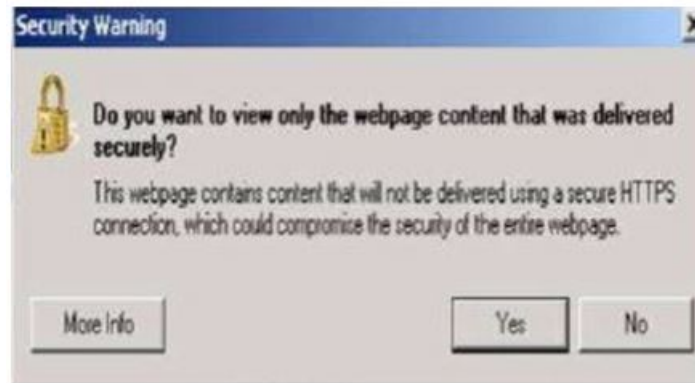


Fig. 2
Pop-Up Security Message

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) .

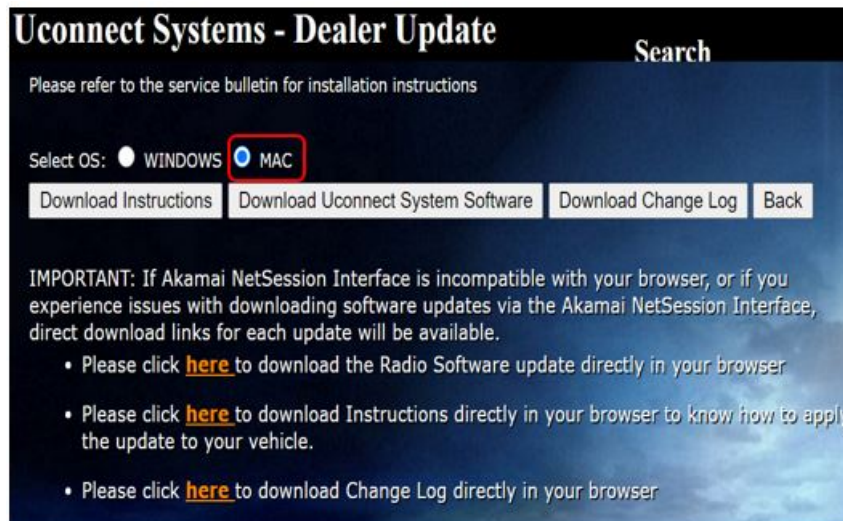


Fig. 3
MAC Download Steps

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

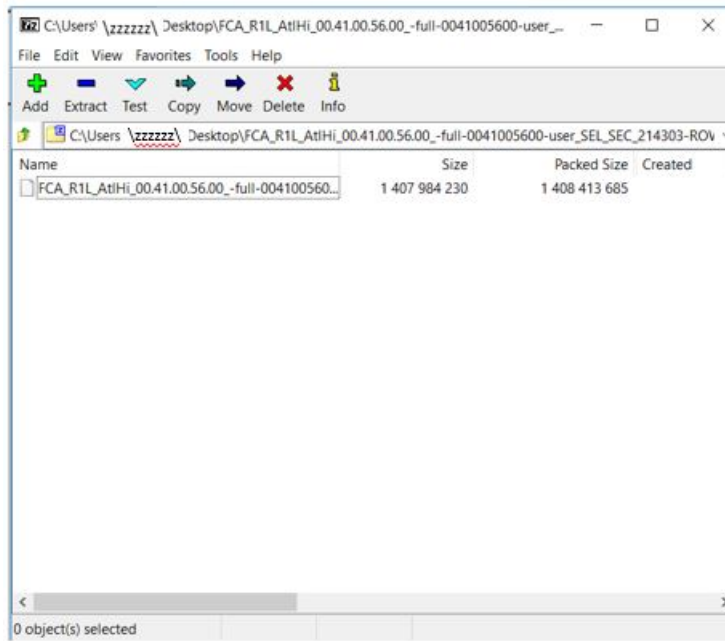


Fig. 4
Extracted File

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.

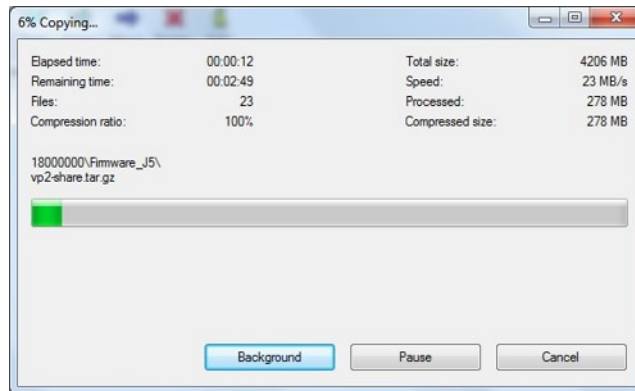


Fig. 5
Extract File To USB (Example)

9. Once the file is extracted to the USB flash drive, 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) .

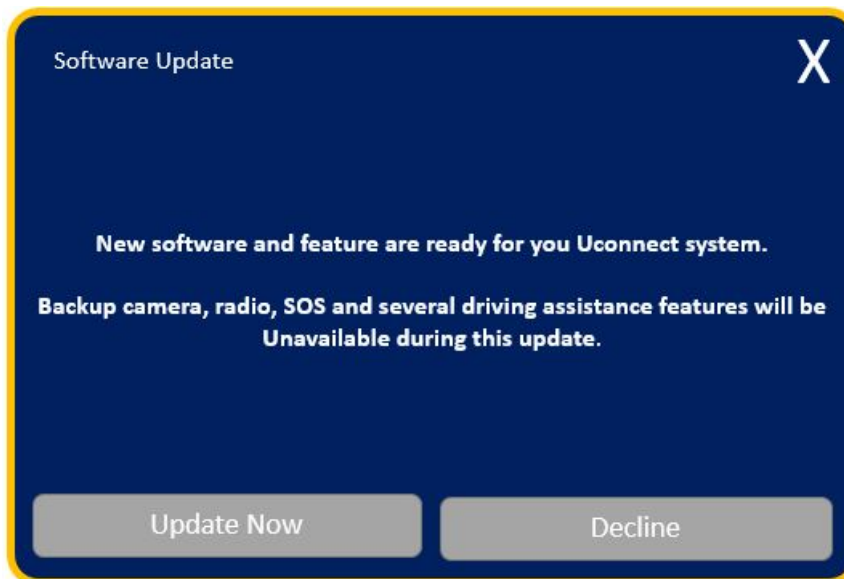


Fig. 8
Software Update Screen

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) .

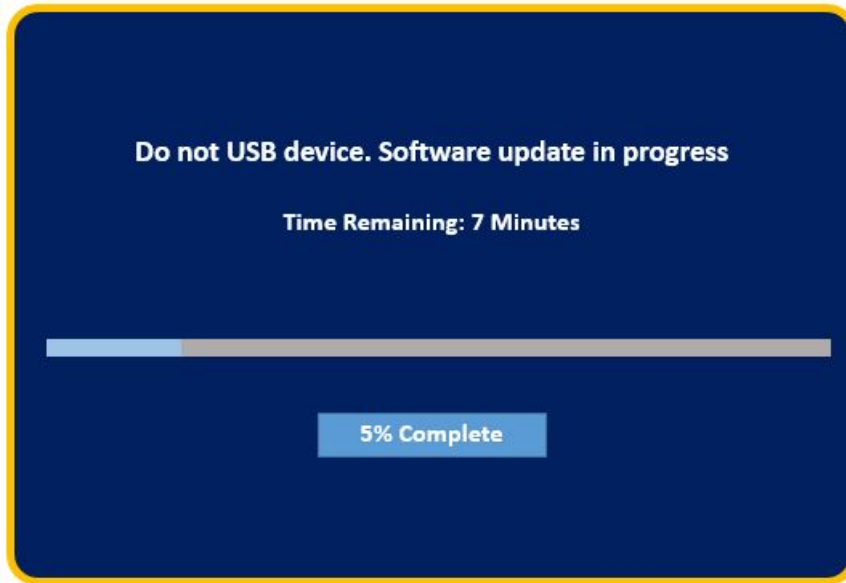


Fig. 11
Update In Progress Screen

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

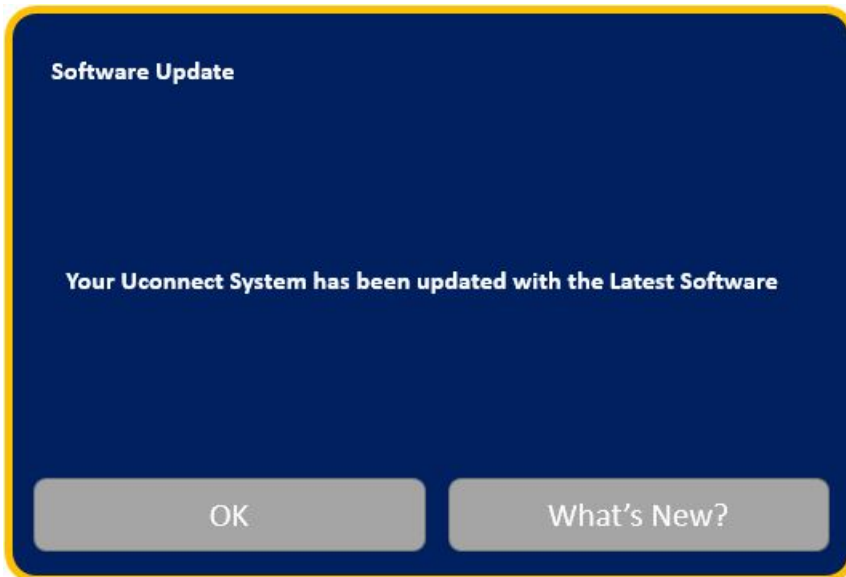


Fig. 12
Software Updated Screen

22. Select “What’s new” to confirm the software has been updated to:

- ****UER or UBR - R41.00.56****
- UFR - R34.00.49 (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
**18-60-02-9W	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-9X	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 Service Update (RSU) or Technical 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 RSU.
- The failure code “RF” (Required Flash) can no longer be used on Technical Service Bulletin flashes. **The “RF” failure code must be used on an RSU.**
- 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 must be supplied.

RF	Required Flash - RSU
CC	Customer Concern