



**NUMBER:** 08-018-22

**GROUP:** 08 - Electrical

**DATE:** January 19, 2022

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**This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT)/Rapid Service Update (RSU) 22-013, date of issue January 19, 2022. All applicable Sold and Un-Sold RRT/RSU VINs have been loaded. To verify this RRT/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 RRT/RSU will expire 18 months after the date of issue.**

**SUBJECT:**

Speaker Hiss Noise

**OVERVIEW:**

This bulletin involves performing a routine in the radio to reduce unwanted speaker noise.

**MODELS:**

2022	(WL)	Jeep Grand Cherokee
2022	(WS)	Wagoneer/Grand Wagoneer

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

**NOTE:** This bulletin applies to WS vehicles built on or after August 10, 2021 (MDH 0810XX) and built on or before November 08, 2021 (MDH 1108XX) equipped with one of the following radios:

This bulletin applies to WL vehicles built on or after August 08, 2021 (MDH 0808XX) and built on or before November 01, 2021 (MDH 1101XX) equipped with one of the following radios:

- Uconnect 5 Nav w 10.1" Display (Sales Codes UBN, UFN, UEN, UPN, UTN, UUN and UHN)
- Uconnect 5 Nav w 12.0" Display (Sales Codes UBQ, UEQ, UFQ and UUQ)
- Uconnect 5 w 8.4" Display (Sales Codes UFF and UUF)
- Uconnect 5 Nav w 8.4" Display (Sales Codes UBL and UHL)

**SYMPTOM/CONDITION:**

Customers may comment on one or more of the following:

- Hissing/water sprinkler/salt shaker noise coming from front/rear speakers. Heard when radio is on and no media is playing, or volume high/low with media playing.

**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/RSU VIN list, perform the repair. **This RRT only applies to vehicles on the RRT VIN list.**

**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 process.**

1. Place the ignition in the run position.
2. Using wiTECH, go to Topology, select Entertainment Telematic Module (ETM), and under the Miscellaneous Functions, select the "R1H Radio Internal Amplifier Calibration" routine, then follow screen prompts .
3. Place the ignition in the off position, disconnect the wiTECH MicroPod and open and close the driver door. This will allow all modules to go to sleep and should take about one minute.
4. Clear all DTCs that may have been set during routine.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-60-02-BH	Perform Entertainment Telematic Module (ETM) Routine (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

**FAILURE CODE:**

**The dealer must choose which failure code to use depending on if this is a Rapid Response Transmittal (RRT)/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 RRT/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 RRT/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 - RRT/RSU
CC	Customer Concern