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GROUP: 08 - Electrical

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SUBJECT:

Radio Over The Air R41 to R45 Software Version Updates

OVERVIEW:

This bulletin provides information regarding the latest Flash Over The Air (FOTA) update and provides the service technician an overview of the steps a customer will need to take to complete the update. The radio software will be updated from R41 to R45.

NOTE: National launch for this FOTA update is expected to begin September 9, 2022.

MODELS:

2022 (WL) Jeep Grand Cherokee

NOTE: This bulletin applies to vehicles within the following markets/countries: North America (U.S. and Canada).

NOTE: This bulletin applies to vehicles built on or before July 13, 2022 (MDH 0722XX) equipped with a Uconnect 5 w 8.4" Display (Sales Codes UBR, UER).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- Radio display is blank (rear view camera still operable).
- Comfort screen oars and heat wave graphic for steering wheel is gray when they should be white.
- Assist, SOS, Wi-Fi, IVA and IVM apps are showing on HU screen when ignition is set to run.
- During "Screen Off", shifting to reverse and then back to park, the screen shows for a second before transitioning back to Screen Off (from R to P), (The desired behavior is screen transitions from the rear view camera back to the Screen Off state when the vehicle is taken out of Reverse).
- Priority volume is not working on SCA radio channels.
- Status Bar Icons are not functioning in Android Auto projection page.
- Cannot add any apps as shortcuts on widgets screen. Radio displays a blank screen for app selection.
- Slow screen transitions from Playing to Browse tab in media App and slow system responses observed.
- User able to add Driver/Passenger Heated Seat and Heated Wheel shortcut twice.
- Wireless AA (Galaxy S10+®) is not connecting after over night sleep.
- If SXM® that receives no satellite signal is registered in preset, the registered FM/AM stations after that cannot be selected by steering wheel controls preset buttons are not displayed when FM/AM is selected in the now playing widget.
- Home screen to add Media to shortcuts but FM, AM, SXM®, USB are all greyed out blank screen and reset.
- Home screen got stuck and says "Loading data please wait" for multiple key cycles . Issue recovered after radio hard reset, (rearview camera still operable).

- Vented seat icons showing on car without Vented seats. Only shows when climate is off. When climate is on, vented seat icons disappear.
- Incoming Phone call volume default to 0 when it should default at Level 15.
- Slow screen transitions from playing to browse tab in media App and slow system responses observed.

DISCUSSION:

Vehicles sold in the U.S. and Canada can now receive software updates “over-the-air”. Updates to software will occur in a phased roll-out. The software is updated through a built-in cellular modem in the vehicle. Customers will see a notification on their radio screen when new software is available for their radio (Fig. 1) . The owner will have the option to update the radio or schedule the update for later. There is not an option to decline the update indefinitely, the update must be performed.

NOTE: This is an Information Only Service Bulletin to inform the dealer how the FOTA update is performed. This document does not contain a LOP for reimbursement.

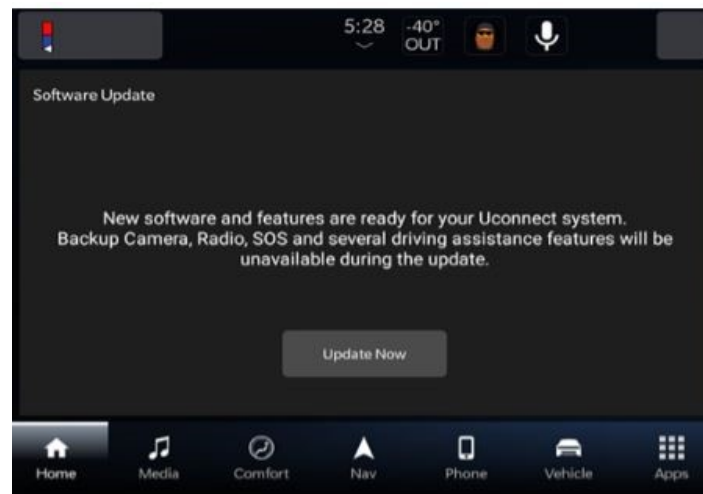


Fig. 1
Software Acceptance Screen

1. The vehicle needs to be in 'park'. The ignition needs to be in the off position.
2. If the customer selects “Update Now” they can shut off the vehicle and leave. The update will be completed automatically.

NOTE: This step may take several minutes to complete.

3. Upon completion of update, the radio will display a confirmation message (Fig. 2) .

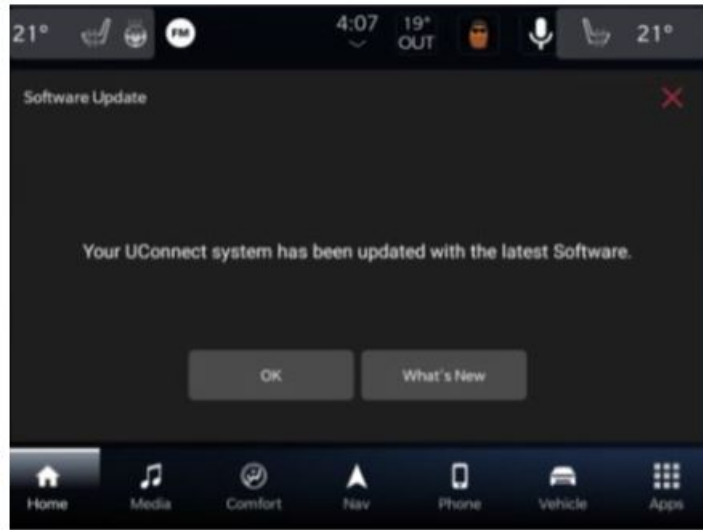


Fig. 2
Software Update Confirmation Screen

POLICY:
Information Only