This bulletin supersedes Technical Service Bulletin 08-173-21 REV. A, date of issue November 30, 2021, which should be removed from your files. All revisions are highlighted with **asterisks** and include converting to an RSU, an additional symptom/condition and LOP.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-181, date of issue October 5, 2022. All applicable Un-Sold 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:
Flash: Telematics Box Module (TBM) Updates

OVERVIEW:
This bulletin involves updating the TBM with the latest software available.

MODELS:

2022	(WS)	Grand Wagoneer/Wagoneer

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

NOTE: This bulletin applies to vehicles equipped with Global Telematics Box Module (Sales Code RDG).

SYMPTOM/CONDITION:

The customer may describe the following:

- **Message displayed on the radio screen, ″Uconnect Box requires service. Please visit an authorized dealer.″ (Fig. 1) , with no active or stored Diagnostic Trouble Codes (DTCs) set by TBM or Occupant Restraint Controller (ORC).
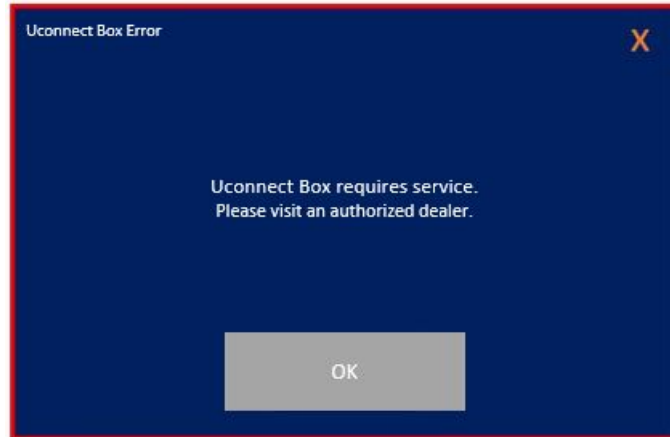

Fig. 1
Error Message

> **NOTE: Uconnect box "requires service" message can be triggered by different reasons. For an issue on a new vehicle recently switched to customer mode, please follow the New Vehicle Preparation procedure to resolve Uconnect box require service message. Always fix TBM / ORC DTC issues first. If the issue could not be fixed, then reflash the TBM software.**

- Mobile app remote start or remote lock/unlock works improperly.**
- Remote operation inoperative.
- Wi-Fi unavailable.
- Issues logging in and enabling Wi-Fi.
- SOS calls unavailable.

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

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 flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. **Is the vehicle on the RSU VIN list?
   - YES>>>Proceed to Step 2.
   - NO>>>Proceed to Step 3.
2. Does the TBM have the latest software already installed?
   - YES>>>This bulletin has been completed, use inspect LOP (18-20-37-9A) to close the active RSU.
   - NO >>>Proceed to Step 3.**
3. Reprogram the TBM module with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
4. Wait two minutes after the TBM flash has been completed.
5. Reset the Electric Power Steering (EPS) - Guided diagnosistics menu -> ECU reset -> EPS, Click Continue and follow wiTECH prompts.
6. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
**18-20-37-9A	Module, Telematics Box Module (TBM) - Inspect (0) - Introduction	6 - Electrical and Body Systems	0.2 Hrs.
18-20-37-9B	Module, Telematics Box Module (TBM) - Inspect and Reprogram (0) - Introduction	6 - Electrical and Body Systems	1.9 Hrs.**

NOTE: The expected completion time for the flash download portion of this procedure is approximately 70 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 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