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GROUP: 08 - Electrical

DATE: August 10, 2022

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This bulletin supersedes Technical Service Bulletin (TSB) 08-121-22, date of issue June 10, 2022, which should be removed from your files. All revisions are highlighted with **asterisks**** and include additional symptoms and removal of two sales codes.**

SUBJECT:

Radio Over The Air 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 S21D.5 and S23.13 to S24.18

NOTE: The national launch for the FOTA is expected to begin on:

- **WS - May 24, 2022**
- **WL - May 31, 2022**
- **RU - S21D.5 to S24.18, June 06, 2022**
- **RU - S23.13 to S24.18, May 21, 2022**

MODELS:

2022	(WL)	Jeep Grand Cherokee
2022	(WS)	Wagoneer/Grand Wagoneer
2022	(RU)	Chrysler Pacifica/Voyager

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

NOTE: This bulletin applies to WL vehicles built on or before May 23, 2022 (MDH 0523XX) equipped with one of the following radios:

NOTE: This bulletin applies to WS vehicles built on or before May 24, 2022 (MDH 0524XX) equipped with one of the following radios:

NOTE: This bulletin applies to RU vehicles built on or before May 19, 2022 (MDH 0519XX) equipped with one of the following radios:

- Uconnect 5 NAV W 12" Display (Sales Codes UBQ or UEQ).
- Uconnect 5 NAV W 10.1" display (Sales Codes UBN or UEN).
- Uconnect 5 W 8.4 Display (Sales Codes UEF or UBF).
- Uconnect 5 Nav W 8.4" Display (Sales Codes UBL or UEL).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- **Navigation inoperative.
- Black or blank radio screen (Rear View Camera (RVC) will still function normally).
- Radio lockup (RVC will still function normally).**
- Surround sound inoperative.
- Blu-ray DVD unavailable.
- Listen in/Mirror feature inoperative.
- PHEV radio does not turn off when opening door or after charging.
- No Verbal warnings on navigation.
- Audio Overlap between sources.
- Radio doesn't recognize the vehicle is in park. No keyboard pop up, vehicles setting are hidden.
- Radio presets are not saving.
- Audio mute on calls (Phone, SOS and Ecall).
- Radio resets.
- Radio screen freezes.

NOTE: The rear view camera display, will work properly if the radio display screen freezes.

- Audio disruptions.
- Unable to connect compatible wireless connectivity device.
- Wireless connectivity disconnecting.

Improvements are included with this update:

- Apple CarPlay® and Android Auto® improvements.
- Voice Recognition improvements.
- Uconnect Phone improvements.

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 the built-in cellular modem in the radio. 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.

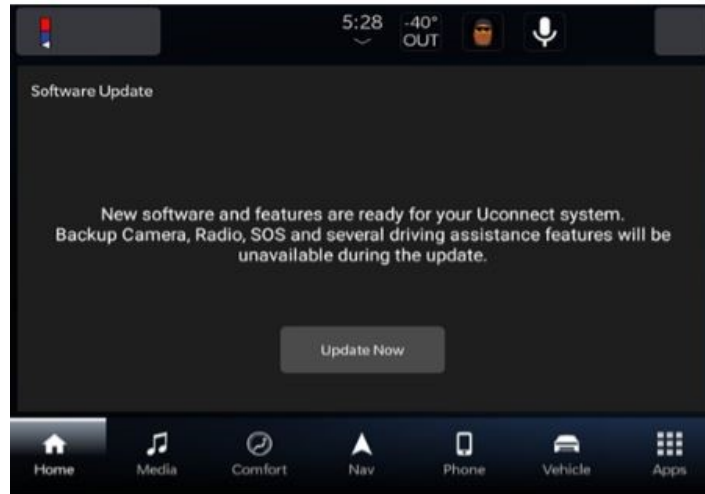


Fig. 1
Software Acceptance Screen

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](#)) .

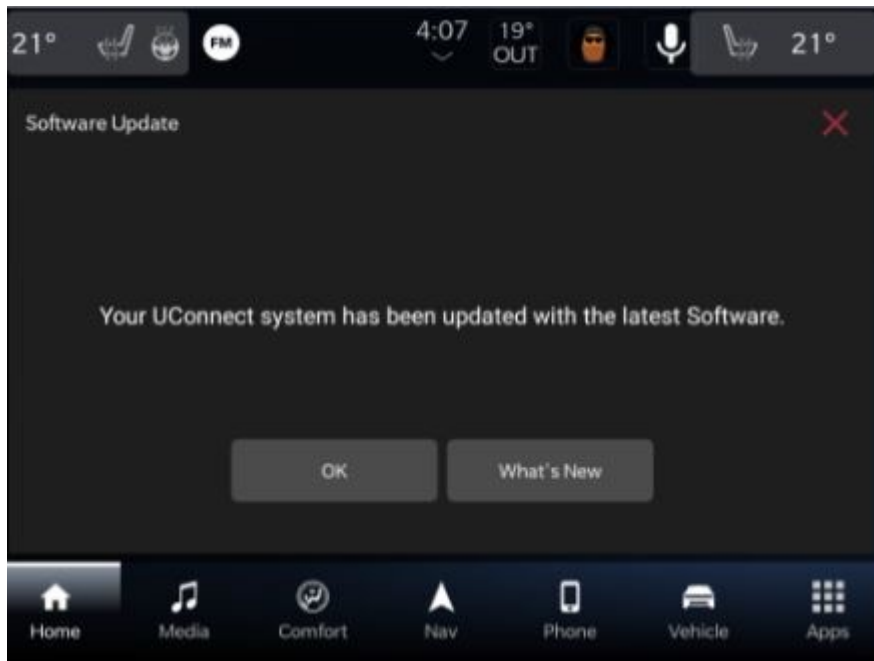


Fig. 2
Software Update Confirmation Screen

POLICY:
Information Only