



**NUMBER:** 08-039-22 REV. B

**GROUP:** 08 - Electrical

**DATE:** August 11, 2022

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**This bulletin supersedes Technical Service Bulletin (TSB) 08-039-22 REV. A, date of issue June 08, 2022, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include change to an RSU, additional symptoms, adding repair steps and inspection LOP**

**\*\*This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-146, date of issue August 11, 2022. All applicable Sold and 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:**

Radio Enhancements

**OVERVIEW:**

This bulletin involves inspecting the software level and updating the software to S24.18

**MODELS:**

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

**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 UFQ, UBQ or UEQ).
- Uconnect 5 NAV W 10.1" display (Sales Codes UFN, UBN or UEN).
- Uconnect 5 W 10.1" display (Sales Codes UFG, UBG or UEG).
- Uconnect 5 W 8.4 Display (Sales Codes UFF, UEF or UBF).
- Uconnect 5 Nav W 8.4" Display (Sales Codes UFL, UBL or UEL).

**SYMPTOM/CONDITION:**

The customer may describe following:

- \*\*Navigation inoperative.
- Black or blank radio screen (Rear View Camera (RVC) will still function normally).
- Radio lockup (RVC will still function normally).\*\*
- No Verbal warnings on navigation.
- Surround sound inoperative.
- Blu-ray DVD unavailable.
- Listen in/Mirror feature inoperative.
- PHEV radio does not turn off when opening door or after charging
- 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 (RVC will still function normally).
- Audio disruptions.
- Wireless connectivity device disconnect.
- Wireless connectivity disconnecting.
- Audio distortion (hissing, water sprinkler, or salt shaker noise) (WL Only).

The following software enhancements are available:

- Uconnect Phone improvements.
- Apple CarPlay® and Android Auto® improvements.
- Voice recognition command improvements.
- Climate control screen improvements (WL Only).
- SXM radio improvements (WL Only).

**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:**

1. **\*\*Check if the radio software has been updated. Go to “Vehicle Settings” then select “ System Information” and look for “Radio Version”.**
2. Was the radio updated to S24.18?
  - YES >>> This bulletin has been completed. Use inspection LOP (18-60-02-A8) to close the active RSU.
  - NO >>> Perform the radio update. Proceed to [Step 3](#).\*\*
3. Has a **4GB** USB flash drive been created?
  - YES>>> Proceed to [Step 11](#).
  - NO>>> Proceed to [Step 4](#).
4. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.
5. Use a blank USB flash drive with at least 4GB of space. Follow the on-screen instructions to download the software files.

**NOTE: When downloading the software file, always select the MAC version, regardless of the computer being used.**

6. Download the software update file to your local PC’s desktop. Make sure to select the “MAC” radial button for all downloads ([Fig. 1](#)) .



**Fig. 1  
MAC Download Steps**

7. Download the radio SW from DealerConnect to a blank USB flash drive. The USB flash drive should be at least 4GB and formatted to FAT32 for RU and **NTFS** for WL and WS.
8. **Do not unzip** the folder/file and move all contents to the root directory of the USB.
9. There should only be one file on the USB root directory labeled as a zip folder.
10. Once the USB flash drive have been created, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Codes.
11. Start the vehicle and insert the correct USB flash drive with new software into the USB port.

**CAUTION!** Make sure no other device is plugged into any of the USB ports while performing this re-program. If other devices are connected to USB ports during re-programming, it may cause failure of files to be loaded which may cause the radio to need replacement.

12. Once the system has verified there is an available update, press the “Update Now” button. Make sure the vehicle is in park. **Do NOT turn the ignition off until the two minute timer has expired. The ignition doesn’t have to be turned off to update the radio’s software (Fig. 2) .**

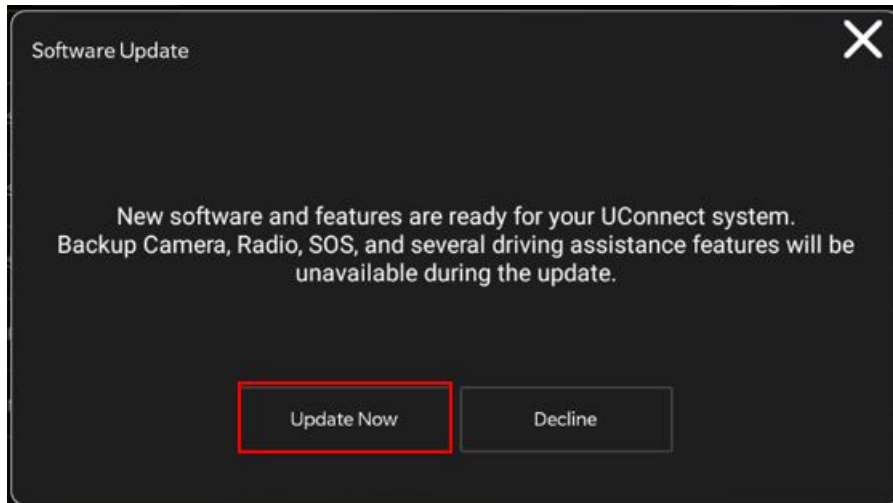


Fig. 2  
Software Update Is Available

13. Press the “Continue” on the display screen (Fig. 3) .

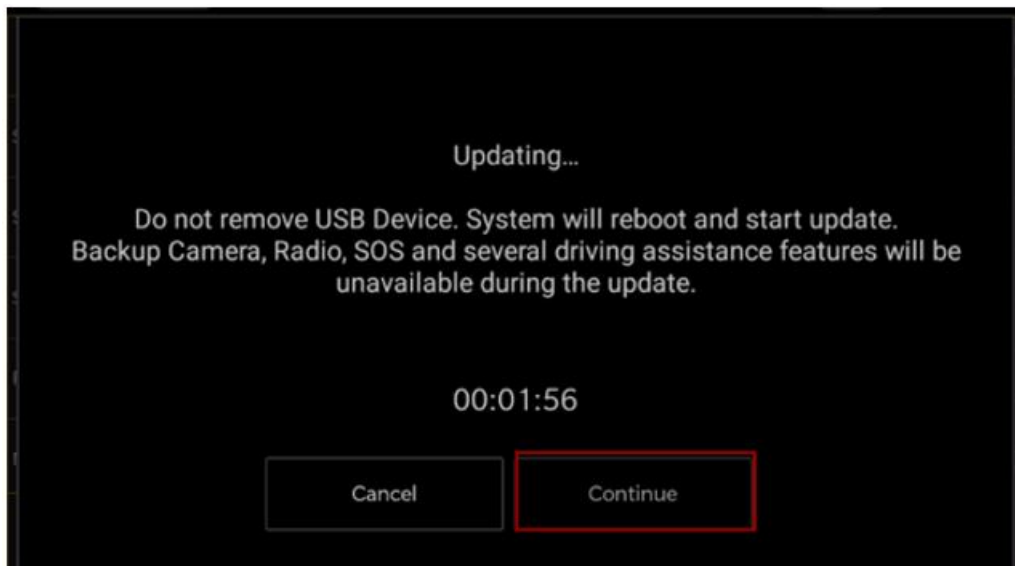


Fig. 3  
Continue Display Screen

14. The radio will reboot and the update will begin. The update should only take 30 minutes (Fig. 4) .

**NOTE: Do NOT turn off the vehicle when the software update is completed and told to remove the USB flash drive.**



Fig. 4  
Software Update Completed

- 15. **Do Not** turn off the ignition at this point. The update is still in process, wait until the radio restarts and the home screen is displayed. This should take around five minutes.
- 16. Sometimes the radio will display an error pop up “ Invalid\_Binary\_Switch “ after successful radio update. Please ignore this error message and press “OK” to continue (Fig. 5) .

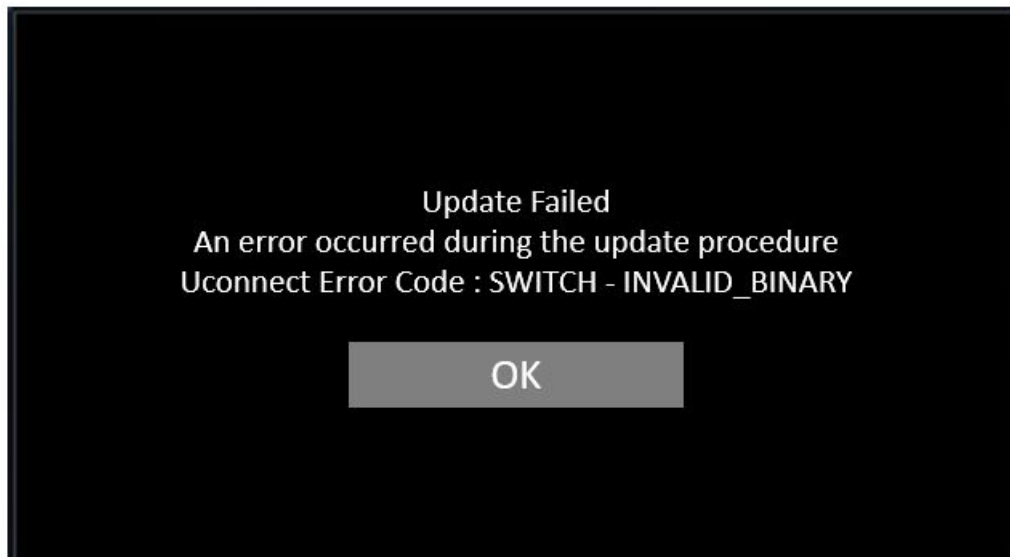


Fig. 5  
Error Message

17. Press “OK” to continue (Fig. 6) .

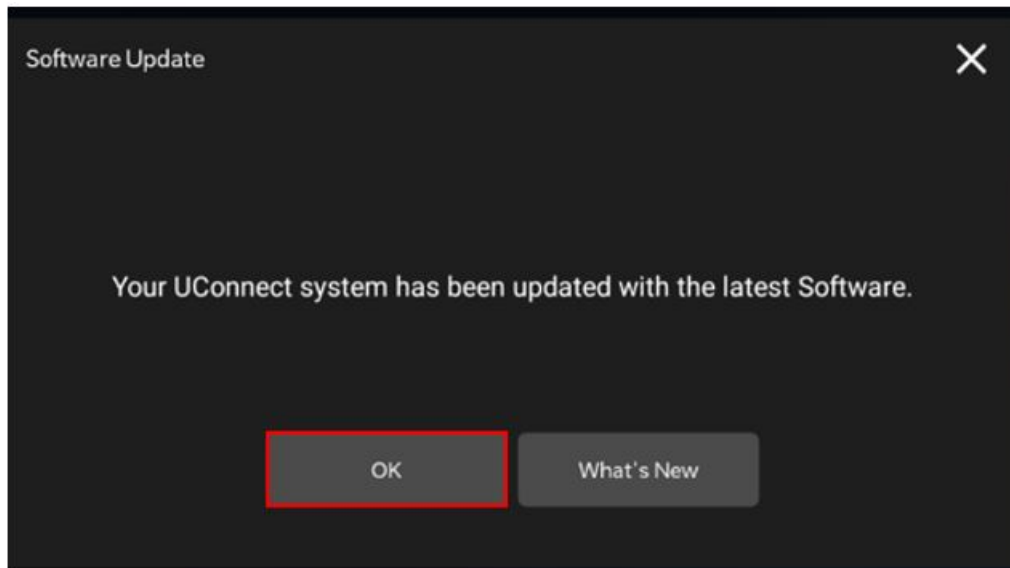


Fig. 6

**Radio Software Has Been Updated**

18. Check if the radio software has been updated. Go to “Vehicle Settings” then select “ System Information” and look for “Radio Version”.
19. Was the radio updated to S24.18?
  - YES >>> Proceed to [Step 20](#).
  - NO >>> Perform the update one more time. Proceed to [Step 11](#).
20. Perform a “Factory Reset. This can be found in the radio under Vehicle Setting > Reset > Perform Factory Reset.
21. Once the reset is completed turn off the ignition open and closed the drivers door and let all modules go to sleep. Make sure the scan tool is **not** connected at this point.
22. After all the modules have been a sleep mode for five minutes, turn the ignition back on.
23. Before clearing all DTCs, cycle the ignition Off and back to “Run” quickly (within two seconds).
24. Using the wiTECH, clear all DTCs that may have been set in any module due to reprogramming.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
**18-60-02-A8	Radio, Inspect Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.**
18-60-02-A6	Radio, Software - Create USB Jump Drive from Uconnect Website <b>(One Time Only)</b> (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-A7	Radio, Inspect 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