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SUBJECT:

Flash: Telematics Box Module (TBM) Updates

OVERVIEW:

This bulletin involves updating the TBM with the latest software.

MODELS:

2022 (WL) Jeep Grand Cherokee

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

NOTE: This bulletin applies to vehicles built on or before August 12, 2022 (MDH 0812XX) equipped with a Telematics Box Module (Sales Code RDG).

SYMPTOM/CONDITION:

Customers may experience the following:

- Message display 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.

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 the issue. For the customer vehicle with intermittent concerns, please check TBM, antenna and IP harness connections to fix related DTC issues.

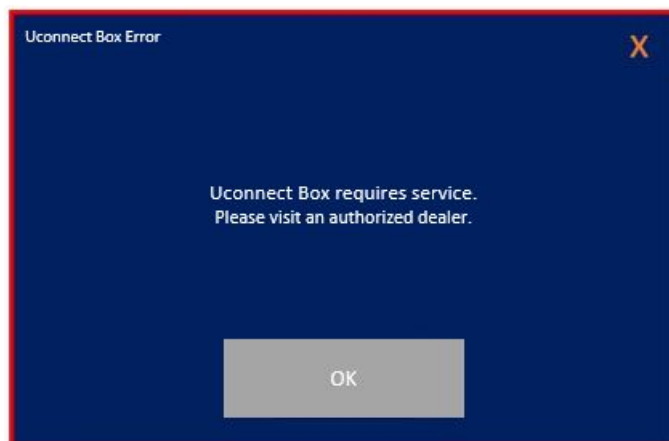


Fig. 1
Error Message

- Battery of Uconnect Box Requires Service message.

NOTE: This message will show up when backup battery needs to recharge. Drive or keep ignition on for 4 hours will get battery fully charged.

- Mobile app remote start or remote lock/unlock works improperly.

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 (DTCs) or symptom conditions, other than the one listed are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above, perform the Repair Procedure.

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. 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.
2. Wait two minutes after the TBM flash has been completed.
3. Reset the Electric Power Steering (EPS) - Guided diagnostics menu -> ECU reset -> EPS, Click Continue and follow wiTECH prompts.
4. 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
18-20-37-9B	Module, Telematics Box Module (TBM) - 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 40 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

The dealer must use failure code CC with this Technical Service Bulletin.

- 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 (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

CC	Customer Concern
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