This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-212, date of issue November 5, 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:
Front Passenger Display Module (FPDM) Update to S23

OVERVIEW:
This bulletin involves updating the front passenger seat display screen to repair inoperative operation.

MODELS:

2022	(WL)	Jeep Grand Cherokee
2022	(WS)	Wagoneer / Grand Wagoneer

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

NOTE: This bulletin applies vehicles built on or after July 01, 2021 (MDH 0701XX) and built on or before June 01, 2022 (MDH 0601XX) equipped with a Front Passenger Interactive Display (Sales Code RJA).

SYMPTOM/CONDITION:
Customers may experience the following:

- Front passenger screen does not work when battery is low during ignition crank.

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 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. Does the FPDM have the latest software already installed?

   - YES>>> This bulletin has been completed. Use inspect LOP (18-60-08-90) to close the active RSU.
   - NO>>> Proceed to Step 2.

2. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.

NOTE: If the software cannot be downloaded, make sure you have proper security access. If not, have the Service Manager or Shop Foreman download the software update.

3. 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.

4. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads (Fig. 1) .
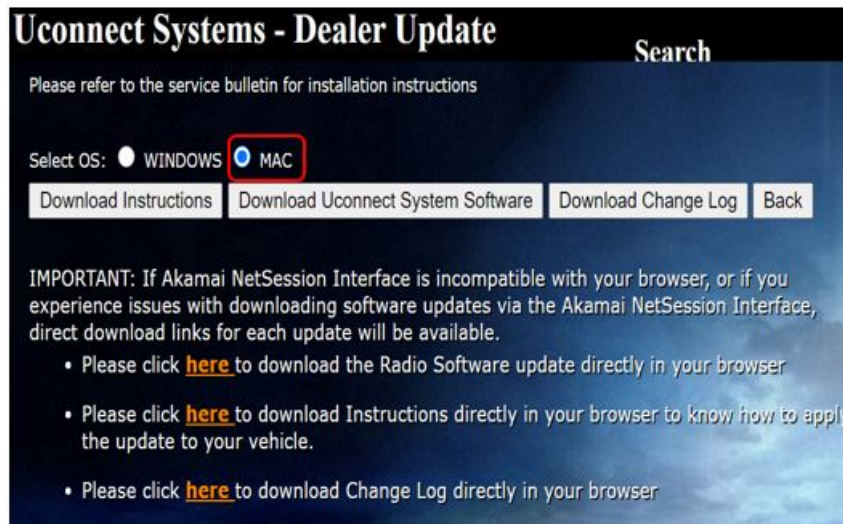

Fig. 1
MAC Download Steps

5. Perform the following steps to format the USB flash drive.

   a. Select "FAT32" format.
   b. Select "Default allocation size" under Allocation Unit Size.
   c. Select "Quick Format" under Format Options.
   d. Select "Start".

6. A blank USB flash drive is needed for each update, additional updates cannot be on the same USB flash drive.

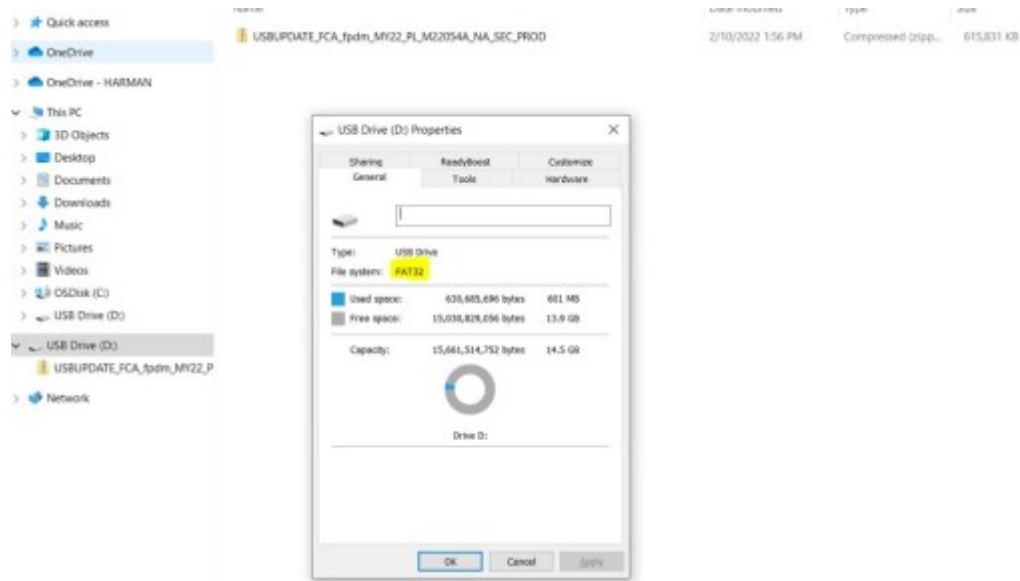7. Copy the update zip file to the root of a USB flash drive. (DON'T RENAME OR UNZIP) (Fig. 2) .

Fig. 2
Software File

8. **Do not unzip** the software when attaching it to the USB flash drive.

   NOTE: Only copy the USB UPDATE file to the USB flash drive.

9. Once the file is attached to the USB flash drive, it is recommended to label the USB flash drive with the bulletin number.

10. Power on the radio and FPDM and turn on the FPDM using the "Passenger Screen Power" controls soft key (Fig. 3) .

Fig. 3
R1 Radio Screen

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.**

11. Connect the USB flash Drive to the Radio USB port.

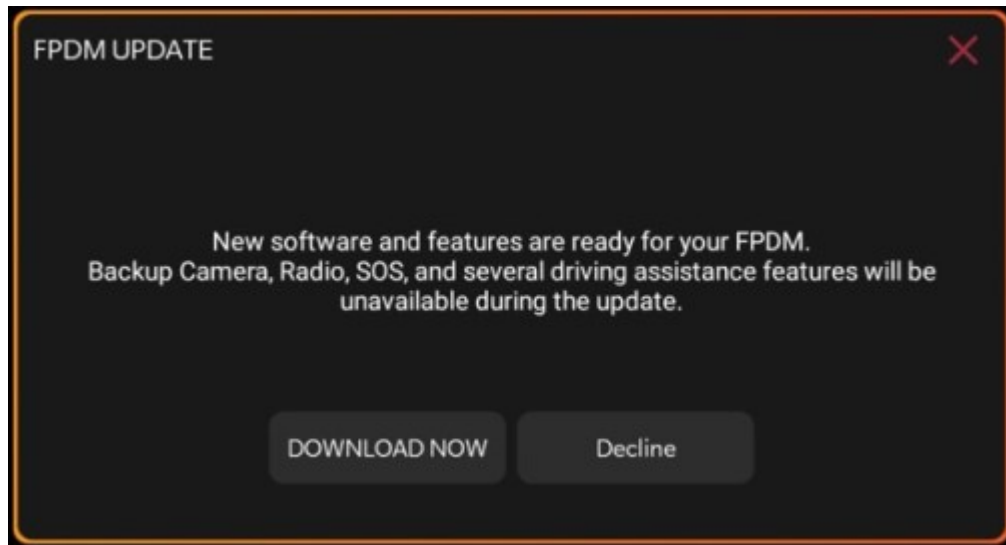12. Accept the pop-up to download on the radio (Fig. 4) .

Fig. 4
FPDM Update Pop Up

13. The FPDM screen will turn off and begin software download (Fig. 5) , (Fig. 6) .
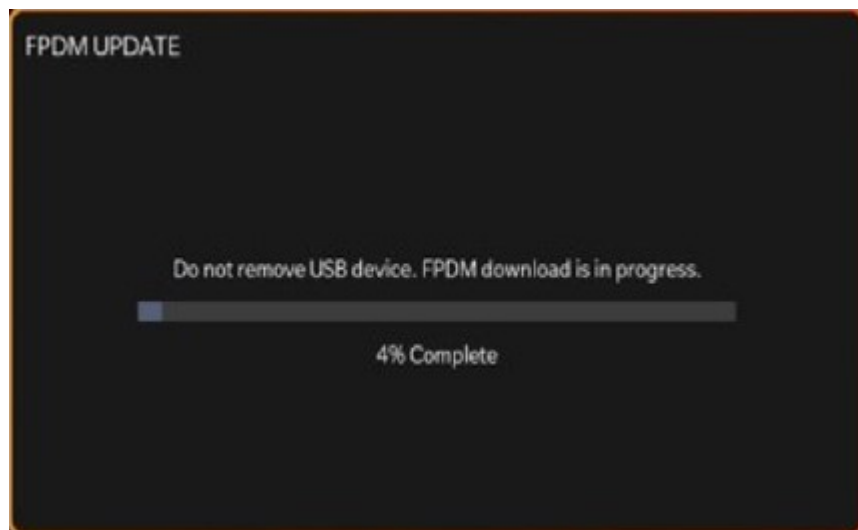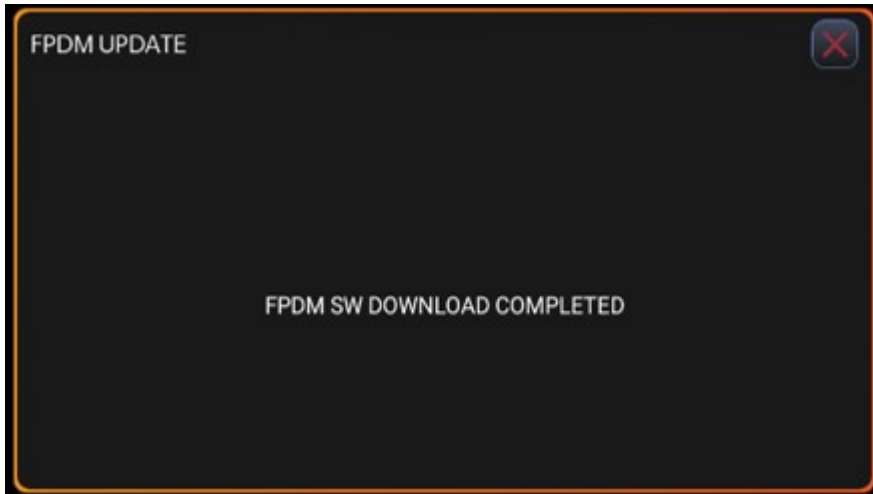

Fig. 5
Download Screen

Fig. 6
Download Complete Screen

14. After the download completes, dismiss the pop-up by pressing the X button on the top right corner.

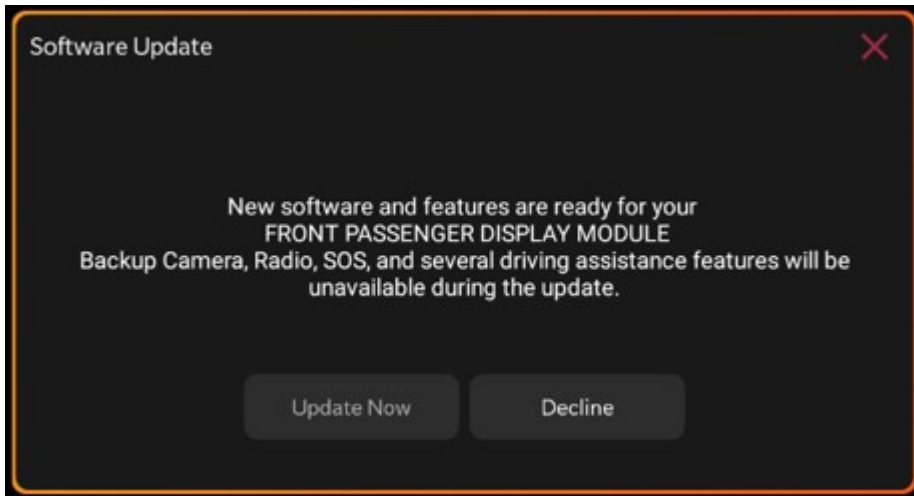15. Accept the software update by pressing the "Update Now" soft key (Fig. 7) , (Fig. 8) .
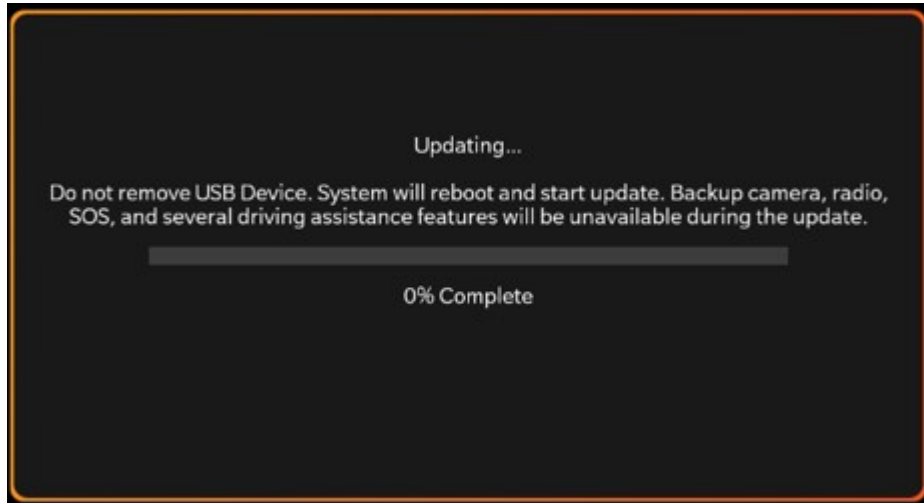

Fig. 7
Update Screen

Fig. 8
Updating Screen

16. The FPDM will go through multiple resets during the update.

    NOTE: The progress bar will stay at 99% for approximately five minutes. This is not an issue. Please wait and do not power off FPDM.

17. When the update is complete, you will see the following popup. Press OK of What's New. Then the system is ready to use (Fig. 9) .
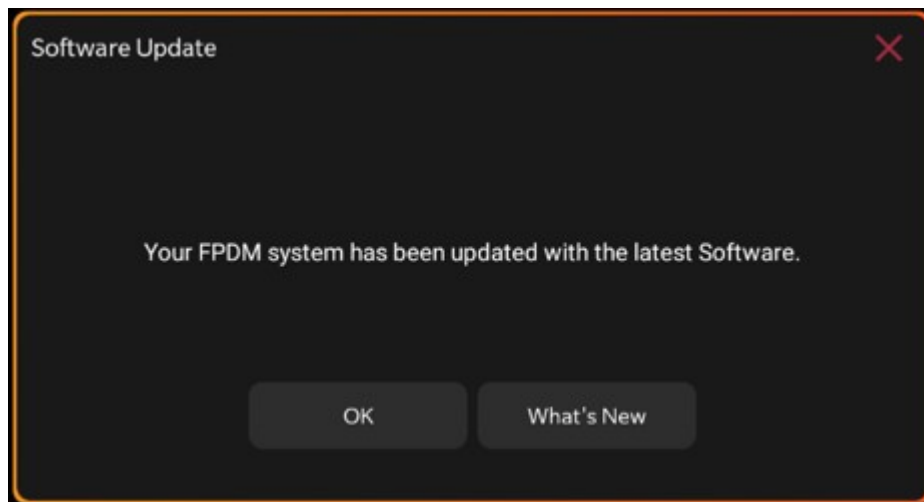

Fig. 9
Update Complete

18. If the display software didn't update properly attempt the software update one more time. If the software doesn't update properly the radio or display may need to be replaced.

19. Using the wiTECH, 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
18-60-08-92	Front Passenger Display Module (FPDM) Software Level - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-08-91	Create USB Jump Drive from Uconnect Website for RJA Vehicles**(One Time Only)** (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-08-90	Front Passenger Display Module (FPDM) - Inspect and Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

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