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|---------------------------|---|---|-------------|------------------|---|
| REFERENCE: | TSB: 08-116-23 GROUP 08 - Electrical | Date: | May 3, 2023 | REVISION: | – |
| VEHICLES AFFECTED: | 2023 (WL) Jeep Grand Cherokee This bulletin applies to vehicles built on or after February 06, 2023 (MDH 0206XX) and on or before March 30, 2023 (MDH 0330XX) equipped with a Telematics Box Module (Sales Code RDG) and Remote Monitoring System-China (Sales Code RTZ). | MARKET APPLICABILITY: <input type="checkbox"/> NA <input type="checkbox"/> MEA <input type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input checked="" type="checkbox"/> CH | | | |
| CUSTOMER SYMPTOM: | Remote Monitoring System (RMS) feature is inoperative, or disabled. | | | | |
| CAUSE: | TBM Software | | | | |

REPAIR SUMMARY:

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

CLAIMS DATA:

| Labor Operation No: | Labor Description | Skill Category | Labor Time |
|---------------------|--|---------------------------------|------------|
| 18-20-37-9C | Module, Telematics Box Module (TBM) - Reprogram (0 - Introduction) | 6 - Electrical and Body Systems | 2.5 Hrs. |
| Failure Code | CC | Customer Concern | |

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

- If the customer's concern matches the SYMPTOM 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.

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 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 any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

| Description | Ref. No. | Notes |
|----------------------|----------|-------|
| wiTECH or Equivalent | – | – |

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: The wiTECH scan tool must be used to perform this recall. The wiTECH software is required to be at the latest release level before performing this procedure. If the reprogramming flash for the TBM is aborted or interrupted, repeat the procedure. The TBM software must be at the latest software calibration level after completing this recall.

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

NOTE: Use an accurate stand-alone voltmeter. The battery charger voltmeter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

2. Connect the wiTECH MDP to the vehicle data link connector.
3. Place the ignition in the "RUN" position.
4. Open the wiTECH 2.0 website.
5. Enter your "User id" and "Password" and your "Dealer Code", then select "Sign In" at the bottom of the screen (Fig. 1) . Click "Accept".

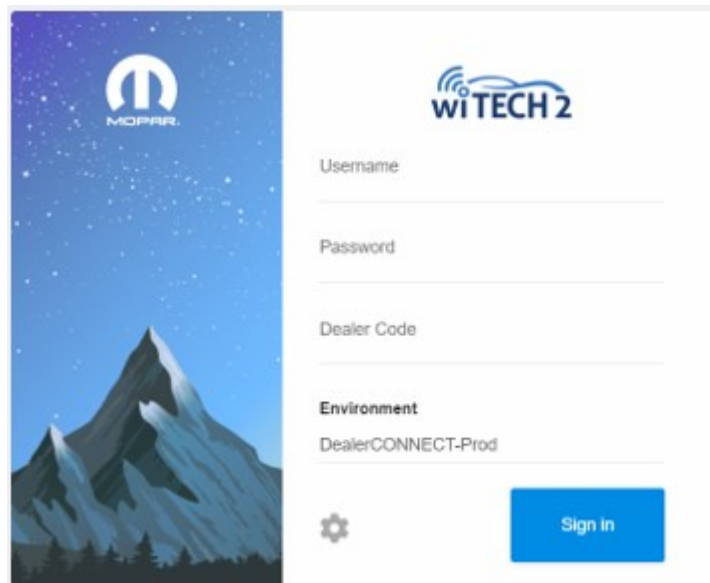


Fig. 1
wiTECH 2.0 Website

6. From the “Vehicle Selection” screen, select the vehicle to be updated (Fig. 2) .

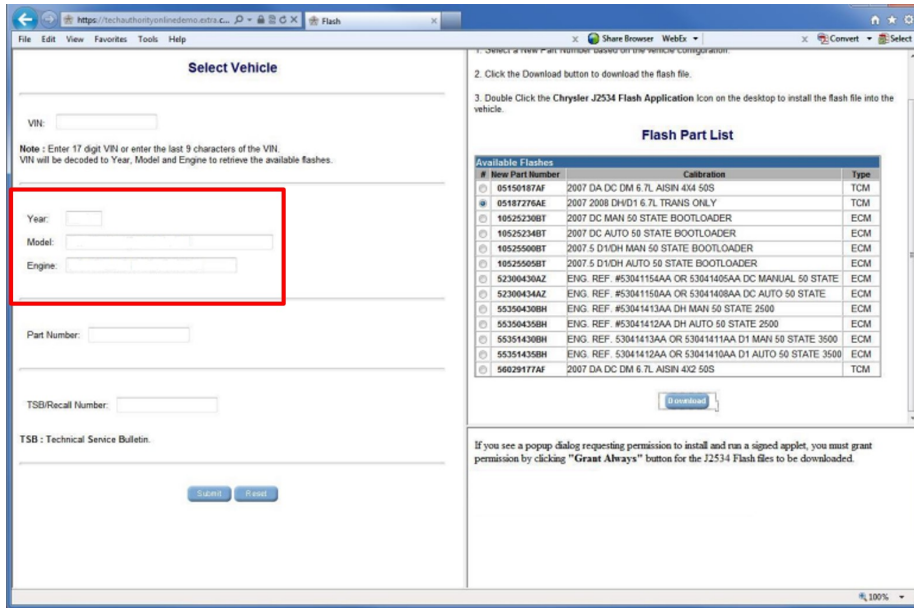


Fig. 2
Vehicle Selection Screen

7. From the “Action Items” screen, select the “Topology” tab (Fig. 3) .

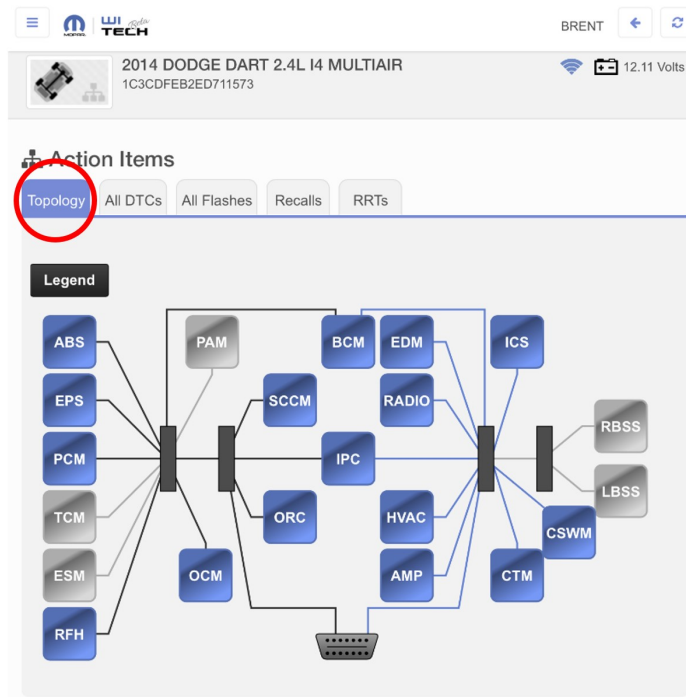


Fig. 3
Action Items Screen

8. From the “Topology” tab, select the “TBM” module icon (Fig. 4) .

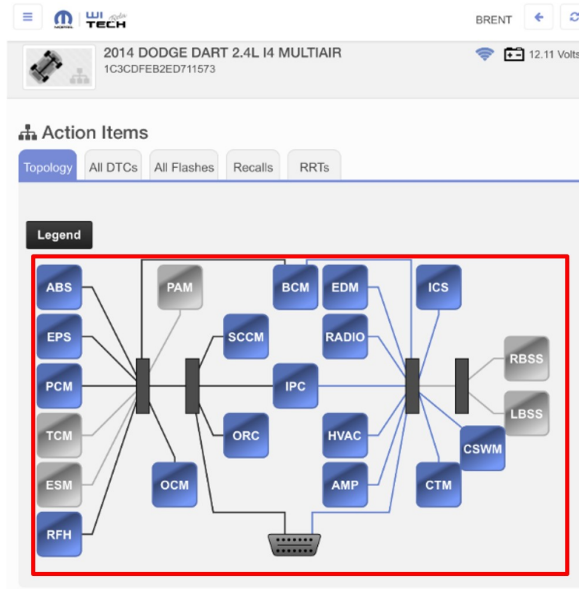


Fig. 4
Topology Tab

9. From the “Flash” tab, compare the “Current Electronic Control Unit (ECU) Part Number” with the “New ECU Part Number” listed (Fig. 5) .

- YES>>> The “Current ECU part number” is the same as the “New Part Number”? Proceed to [Step 17](#).
- NO>>> The “Current ECU part number” is **NOT** the same as the “New Part Number”? Proceed to [Step 10](#).

NOTE: The TBM “New Part Number” should be 68569548AD.

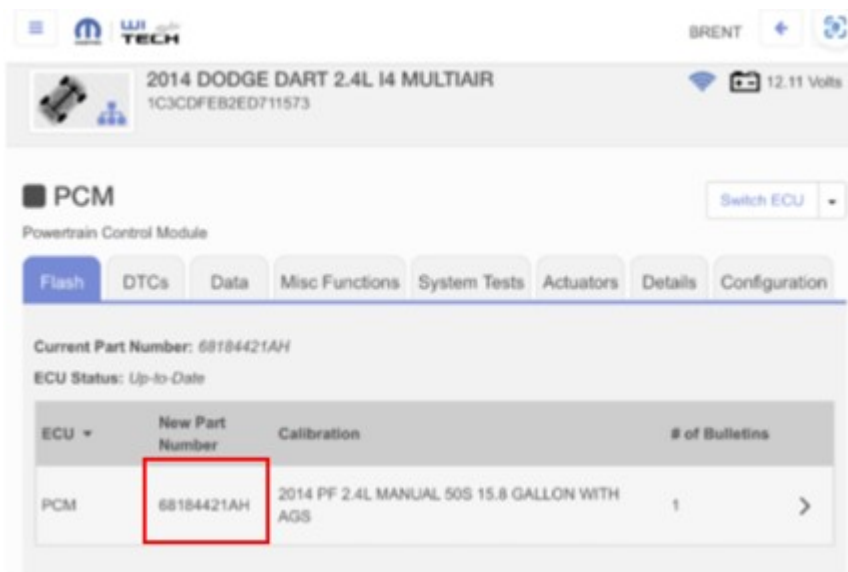


Fig. 5
New Part Number 68569548AD Screen

10. From the TBM tab, select the TBM flash part number. Read the flash special instructions page. Select "OK" to continue.
11. From the flash ECU agreement page, agree to terms by checking the box.
12. Select "Flash ECU" and then follow the wiTECH screen instructions to complete the flash.
13. Confirm the software is at the latest available calibration level.
14. Cycle the ignition to the "OFF" position for two minutes then back to the "RUN" position before clearing any DTCs that may have been set in any module during the flash process.
15. Click "View DTCs", select "Clear All DTCs", click "Continue" and then click "Close".
16. Reset the Electric Power Steering (EPS). In "**Guided Diagnostics**" menu select "**ECU Reset**" "**EPS**", Click "**Continue**" and follow the wiTECH prompts.
17. Place the ignition in the "OFF" position and then remove the wiTECH MDP device from the vehicle.
18. Remove the battery charger from the vehicle.
19. Close the hood.

POLICY:

Reimbursable within the provisions of the warranty.

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