

# Technical Service Bulletin (TSB)

Flash: Telematics Box Module (TBM) Updates

REFERENCE:	<b>TSB</b> : 08-116-23 <b>GROUP</b> 08 - Electrical	Date:	May 3, 2023	<b>REVISION</b> :	-
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 AF	PLICABILITY: MEA IAP 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) - Repro- gram (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	_	_

# 08-116-23

# **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) .

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File Edit View Favorites Tools Help	🗴 😝 Share Browser WebEx 🔹 🛛 🗙 📆 Convert 💌 🐉 Select			
Select Vehicle	Select a tree Pair number based on the veloce comparation Z. Click the Download button to download the flash file.			
VII: Note : Enter 17 dgt VIN or enter the last 9 characters of the VIN.	3. Double Click the Chrysler J2534 Flash Application Icon on the desktop to install the flash file into the whicle. Flash Part List			
VIN will be decoded to Year, Model and Engine to retrieve the available flashes.	Available Flashes			
	# New Part Number Calibration Type			
	O 05150187AF 2007 DA DC DM 6.7L AISIN 4X4 50S TCM			
	© 05187276AE 2007 2008 DH/D1 6.7L TRANS ONLY TCM			
Year:	10525230BT 2007 DC MAN 50 STATE BOOTLOADER ECM			
Model:	10525234BT 2007 DC AUTO 50 STATE BOOTLOADER ECM			
	10525500BT 2007.5 D1/DH MAN 50 STATE BOOTLOADER ECM			
Engine:	10525505BT 2007.5 D1/DH AUTO 50 STATE BOOTLOADER ECM			
	62300430AZ ENG. REF. #53041154AA OR 53041405AA DC MANUAL 50 STATE ECM.			
	52300434AZ ENG. REF. #53041150AA OR 53041408AA DC AUTO 50 STATE ECM			
	S5350430BH ENG. REF. #53041413AA DH MAN 50 STATE 2500 ECM			
	553504358H ENG. REF. #53041412AA DH AUTO 50 STATE 2500 ECM			
Part Number:	55351430BH ENG. REF. 53041413AA OR 53041411AA D1 MAN 50 STATE 3500 ECM			
	553514358H ENG. REF. 53041412AA OR 53041410AA D1 AUTO 50 STATE 3500 ECM			
	56029177AF 2007 DA DC DM 6.7L AISIN 4X2 50S TCM			
TSB/Recall Number	(Constant)			
TSB : Technical Service Bulletin.	If you see a popup dialog requesting permission to install and run a signed applet, you must grant permission by clicking "Grant Always" button for the J2534 Flash files to be downloaded.			
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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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