# Technical Service Bulletin (TSB)
## Radio UNP T25.49 USB Software Update

| REFERENCE: | TSB: 08-117-23<br>GROUP 08 - Electrical | Date: | May 3, 2023 | REVISION: | – |
|---|---|---|---|---|---|

**VEHICLES AFFECTED:**

**2023 (W7) Jeep Grand Cherokee (India)**
**This bulletin applies to vehicles built on or after October 20, 2022 (MDH 1020XX) and built on or before January 27, 2023 (MDH 0127XX) equipped with Uconnect 5 NAV W 10.1″ Display (Sales Codes UPN).**

**MARKET APPLICABILITY:**

☐NA  ☐MEA
☐SA  ☒IAP
☐EE  ☐CH

**CUSTOMER SYMPTOM:**

**The customer may describe one or more of the following:**
- Half camera display on screen.
- Only left side camera is visible on screen.
- Camera view on screen not changing upon selection.

**CAUSE:** **Radio software**

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-125, date of issue May 03, 2023. All applicable 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.

**REPAIR SUMMARY:**
This bulletin involves inspecting the software level and updating the radio software to T25.49 and map software T26.6.0.

**CLAIMS DATA:**

| Labor Operation No: | Labor Description | Skill Category | Labor Time |
|---|---|---|---|
| 18-60-02-Z4 | Radio, Inspect Software Level<br>(0 - Introduction) | 6 - Electrical and Body Systems | 0.1 Hrs. |
| 18-60-02-Z5 | Radio, Inspect Software Level and Perform Software Update<br>(0 - Introduction) | 6 - Electrical and Body Systems | 0.3 Hrs. |
| 18-60-02-Z6 | Radio, Software - Create Both USB Jump Drives from Uconnect Website **Radio/Map(One Time Only)**<br>(0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| Failure code | RF | Required Flash - RSU | |

**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.

## 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. **This RSU only applies to the vehicles on the RSU VIN list**

## 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: If this flash process is interrupted/aborted, the flash should be restarted.**

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 software at FCA-MY23.T25.26-PROD?

   - YES >>> Proceed to Step 3
   - NO >>> Proceed to Step 4.

3. Is this vehicle on the RSU VIN list?

   - YES>>> This bulletin has been completed. Use Inspection LOP (18-60-02-Z4) to close the active RSU
   - NO>>> This bulletin dose not apply. Normal diagnostics should be performed.

4. Have both **16GB** USB flash drives been created?

   - YES >>> Proceed to Step 17.
   - NO >>> Proceed to Step 5.

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

6. Use **two** blank USB flash drives for each file with at least 16GB 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.**

7. Download the update software 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**

8. Open the downloaded software file, W7_R1 High_T25.49_SW_and_TTNAV.T26.6.0_MAP_package. You will find two files in zipped format (Fig. 2) .
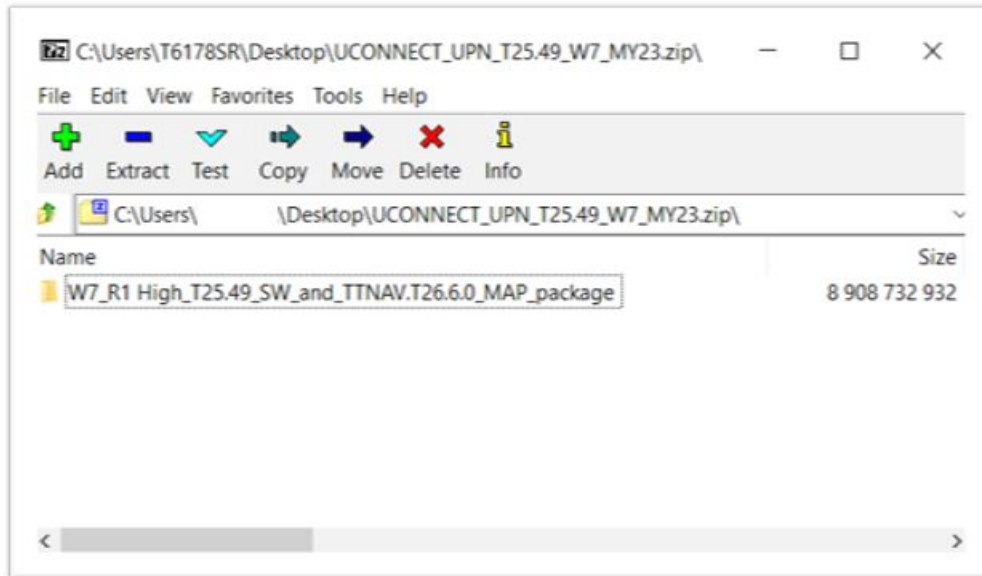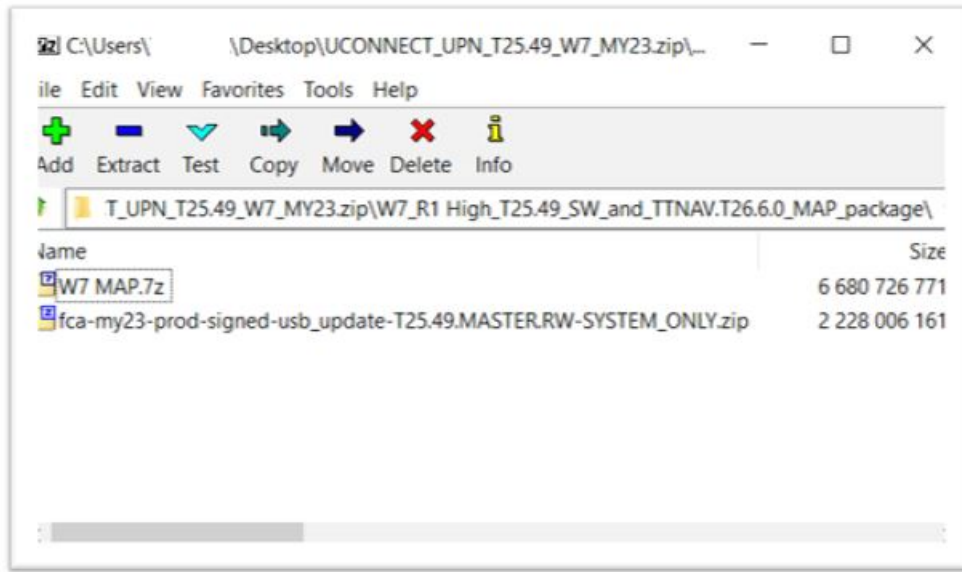


**Fig. 2**
**Radio and Map Package**

9. This will be the software to updated the radio: fca-my23-prod-signed-usb_update-T25.49.MASTER.RW-SYSTEM_ONLY.zip (Fig. 3) .



**Fig. 3**
**Radio and Map Files**

10. Download the radio SW from DealerConnect to a blank USB flash drive. The USB flash drive should be at least 16GB and formatted to **NTFS**.

11. **Do not unzip** the folder/file and move all contents to the root directory of the USB.

12. There should only be one file on the USB root directory labeled as a zip folder.

13. Once the USB flash drives have been created, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Codes.

14. The software to update the map is named W7 MAP.7z.

15. Extract, unzip the map software.

16. Download all of the Map SW files to a blank USB flash drive. The USB flash drive should be at least 16GB and formatted to **NTFS** (Fig. 4) .
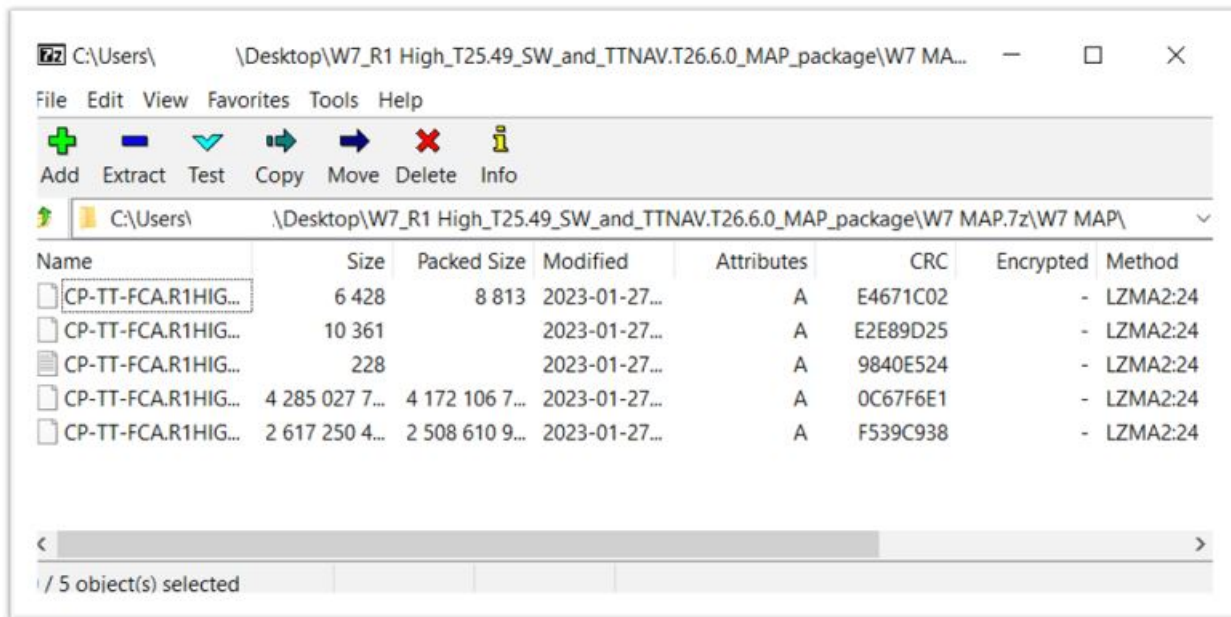


**Fig. 4**
**Unzipped Map Files**

**NOTE: The radio software will be the first updated performed on the radio. The Map update will be the 2nd software update.**

17. Start the vehicle and insert the correct **Radio than Map** 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.**

18. 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. 5) .
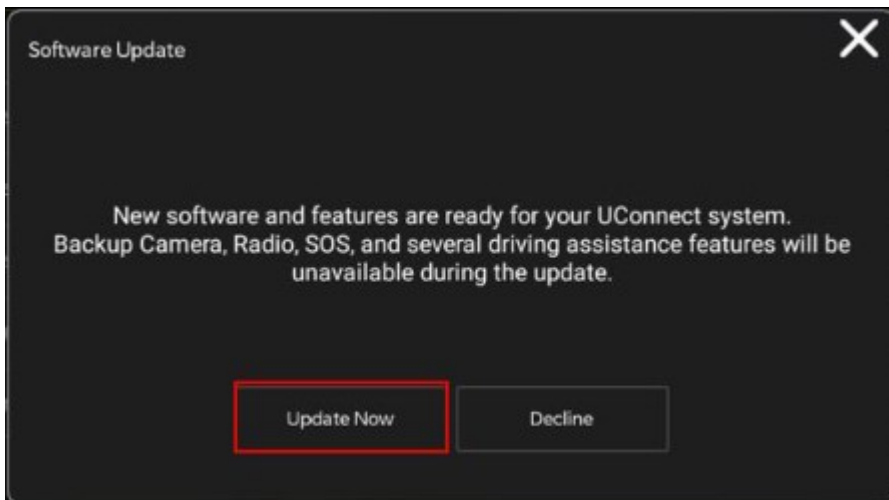


**Fig. 5**
**Software Update Is Available**

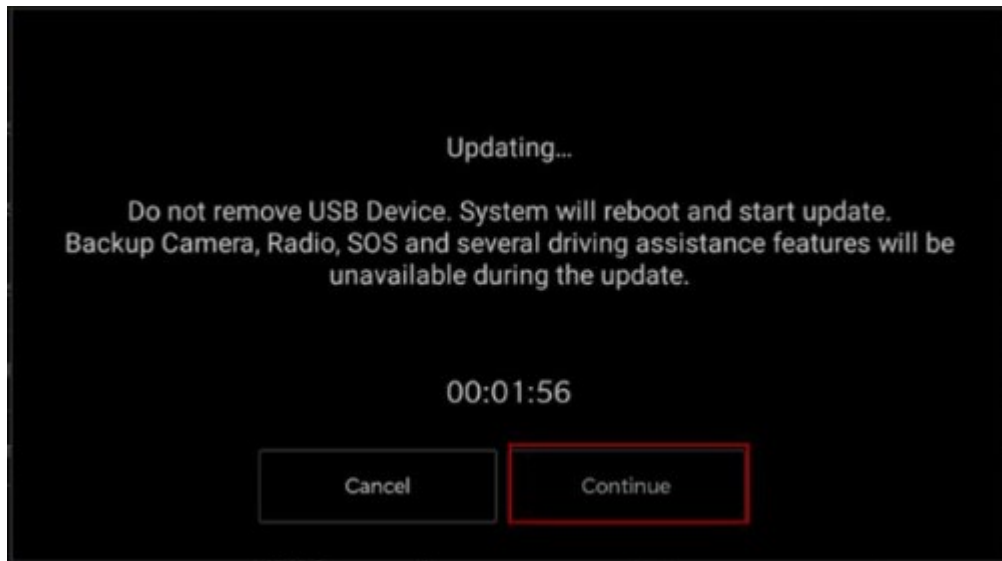19. Press the "Continue" button on the display screen (Fig. 6) .



**Fig. 6**
**Continue Display Screen**

20. The radio will reboot and the update will begin. The update should only take 30 minutes (Fig. 7) .

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



**Fig. 7**
**Software Update Completed**

21. **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.

22. Sometimes the radio will display an error pop up " SWITCH - INVALID_BINARY" after successful radio update. Please ignore this error message and press "OK" to continue (Fig. 8) .
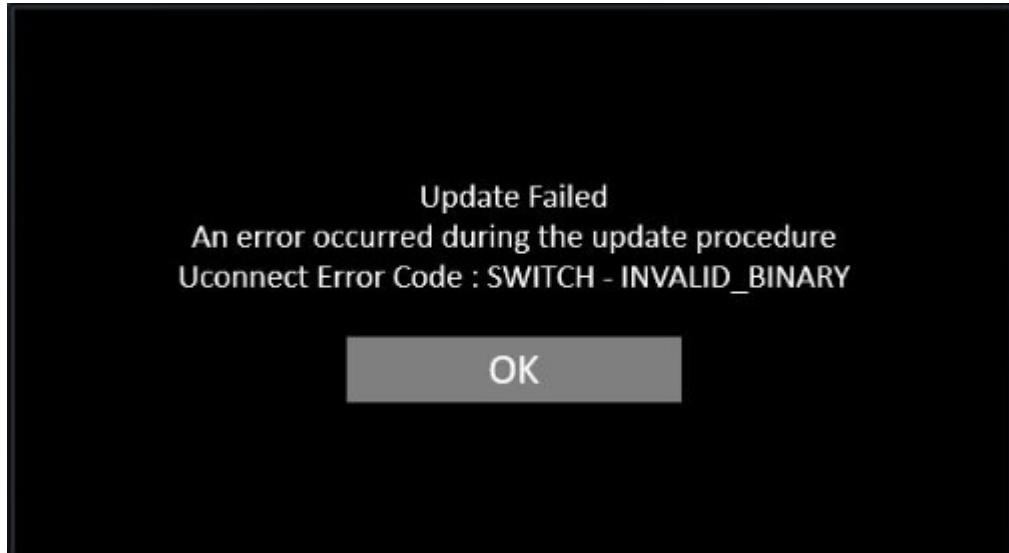


**Fig. 8**
**Error Message**
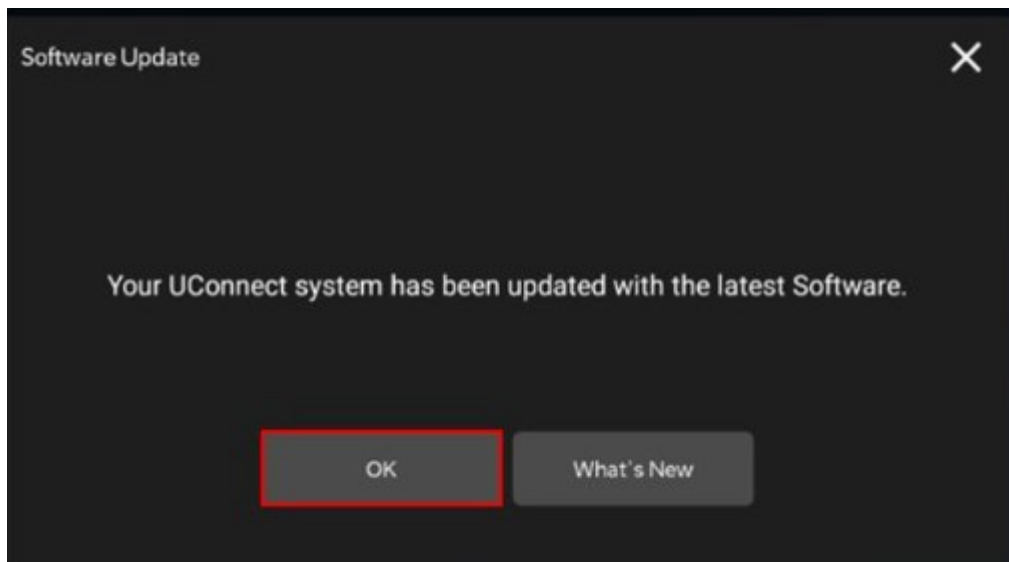
23. Press "OK" to continue (Fig. 9) .



**Fig. 9**
**Radio Software Has Been Updated**

24. Check if the radio software has been updated. Go to "Vehicle Settings" then select "System Information" and look for "Radio Version".

25. Was the radio updated to FCA-MY23.T25.49-PROD?

- YES>>> Proceed to Step 26.
- NO>>> Perform the update one more time. Proceed to Step 17.

26. **Perform a Factory Reset.** This can be found in the radio under Vehicle Setting > Reset >Perform Factory Reset.

27. 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.

28. After all the modules have been in sleep mode for five minutes, turn the ignition back on.

29. Before clearing all DTCs, cycle the ignition "Off" and back to "Run" quickly (within two seconds).

30. Using WiTECH, clear all DTCs that may have been set in any module due to reprogramming.

31. Update the Map, first check the Map SW and Release Date.

32. Go to Navigation then Click on Three lines>Settings>Other>About. Software version number should be: TTNAV.T26.6.0 Released Date : 03/2022 (Fig. 10) .
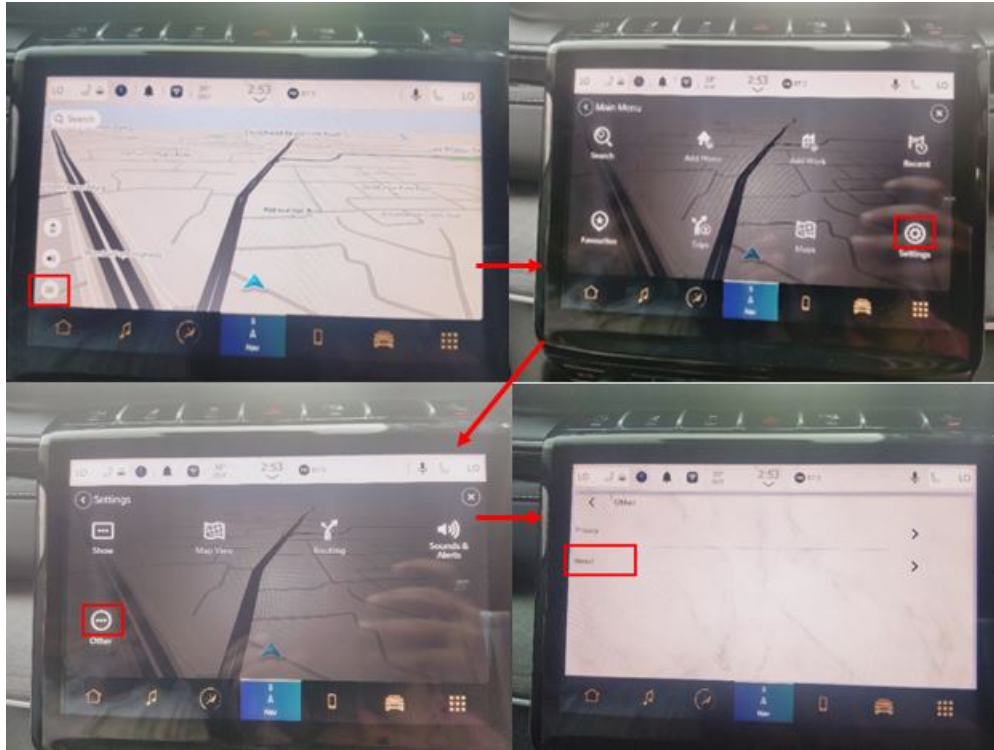


**Fig. 10**
**Steps To Check SW Level**

33. Check the Map SW level and Release Date (Fig. 11) .
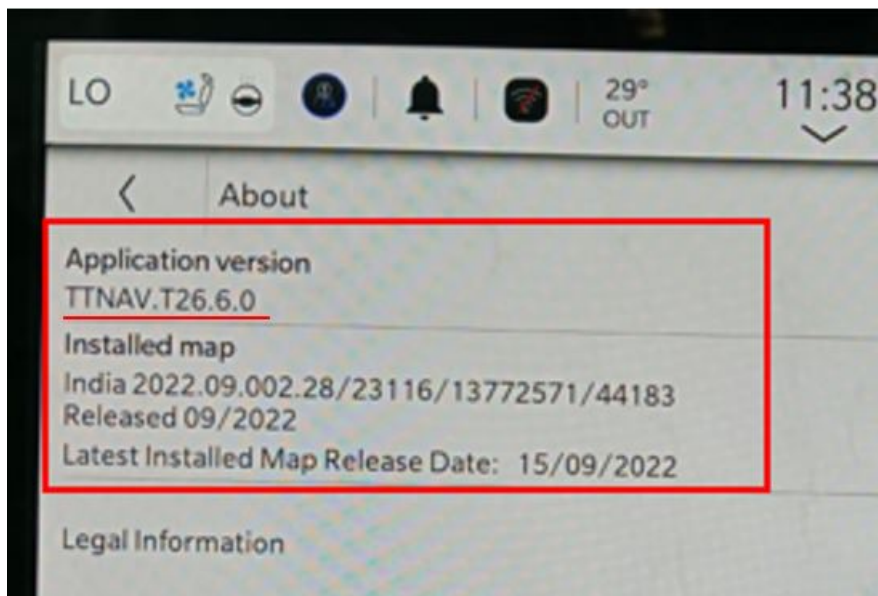


**Fig. 11**
**Map SW level**

34. Is the Map SW at TTNAV.T26.6.0 and Release 3/2022?
    - YES>>> Update the Map, proceed to Step 35.
    - NO>>> This bulletin has been completed.
35. Insert the Map USB flash drive into the USB port.
36. Follow all screen prompts to update the Map SW. Press on "Update Now" to start the update.
37. Was the Map updated to TTNAV.T26.6.0 and Released date should be 09/2022?
    - YES>>> Proceed to Step 38.
    - NO>>> Perform the update one more time. Proceed to Step 35.
38. **Perform a Factory Reset.** This can be found in the radio under Vehicle Setting > Reset >Perform Factory Reset.
39. 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.
40. After all the modules have been in sleep mode for five minutes, turn the ignition back on.
41. Before clearing all DTCs, cycle the ignition "Off" and back to "Run" quickly (within two seconds).
42. Using WiTECH, clear all DTCs that may have been set in any module due to reprogramming.

**POLICY:**
Reimbursable within the provisions of the warranty.