REFERENCE:	TSB: 08-160-23 GROUP 08 - Electrical	Date:	June 30, 2023	REVISION:	08-039-22 REV. C

VEHICLES AFFECTED:	**2022 (WL) Jeep Grand Cherokee** **2022 (WS) Grand Wagoneer/Wagoneer** **This bulletin applies to vehicles equipped with one of the following radios:** • Uconnect 5 NAV W 12″ Display (Sales Codes UFQ, UBQ, UEQ). • Uconnect 5 NAV W 10.1″ Display (Sales Codes UFN, UBN, UEN). • Uconnect 5 W 8.4″ Display (Sales Codes UFF, UEF, UBF). • Uconnect 5 Nav W 8.4″ Display (Sales Codes UFL, UBL, UEL).	**MARKET APPLICABILITY:** ☒NA ☐MEA ☐SA ☐IAP ☐EE ☐CH

CUSTOMER SYMPTOM:	**The customer may describe one or more of the following:** • **Battery Drain. • U0485-00 Implausible Data Received From Radio. • Native Voice Recognition (VR) session does not open with wake-up word or steering wheel button. • USB playback inoperative. • Wireless connectivity media playback inoperative. • Radio resets. • VR inoperative. • Call does not end on the cluster. • Seat comfort graphic incorrect. • Wireless and Wired CarPlay® inoperative. • Vehicle positioning (Lat/Long) inoperative. • Audio sources inoperative. • Profile avatar changes in valet mode. • Electric Vehicle (EV) pages inoperative. • Scheduled cabin cooling inoperative. • Rear seat entertainment audio overlap. • Black Screen (This will not affect back up camera operation). • Unable to connect second wireless connectivity device. • Assist call inoperative. • Comfort graphic overlap. • Translated text is incorrect. • Comfort softkeys incorrect. • Unable to exit seat comfort pop-up (This will not affect back up camera operation). • Compass inoperative. • Wireless connectivity disconnect. • Display does not return to idle mode after call. • Radio slow response. • SXM® favorites inoperative. • Display switches to Nav on VR prompt. • Tutorial App inoperative. • Unable to exit EV pages (This will not affect back up camera operation). • Dynamic RVC guidelines inoperative. • Unable to switch audio sources. • European media source (DAB) available on North America vehicles. • Wired CarPlay® inoperative.

- Audio sources unavailable after profile switch.
- Audio repetition stops during incoming calls.
- Schedule update inoperative.
- Radio screen freezes (This will not affect back up camera operation).
- Audio unmuted at door close.
- Audio loss.
- Setting preferences will not return to default.
- Surround view camera inoperative (This will not affect back up camera operation).
- FamCam image in black and white.
- Setting preferences not saved on correct profile.
- Favorites available in valet mode.
- SOS call status banner remains after call ended.
- FOTA pop-up won't dismiss (This will not affect back up camera operation).
- SXM® channel art incorrect.
- Headphone button for front passenger display inoperative.
- SXM® inoperative.
- Incorrect keyboard in Japanese.
- Translation error in Portuguese.
- Incorrect phone repetition displayed.
- Unable to change audio sources.
- Media sources duplicated.
- Unable to delete profile.
- Memory seats not saved on correct profile.
- Unable to exit FAMCAM (This will not affect back up camera operation).
- Navigation active with no active route.
- Unable to navigate menu with ongoing SOS call.
- Navigation resets.
- USB media source inoperative on front passenger display.
- Navigation routing inoperative.
- Audio repetition inoperative.
- No incoming call popup on Uconnect phone.
- Wireless Android Auto inoperative.
- Ambient lights setting inoperative.
- Press and Hold inoperative on comfort temperature slider.
- Audio buzz.
- Black screen after clicking "accept" at start up. (This will not affect back up camera operation).
- CarPlay® icon does not appear in device manager.
- SXM® inoperative.
- Audio Mute.
- Passenger screen blank.
- Passenger screen apps missing.
- Missing profiles icon.
- IPC displays incorrect audio source.
- Radio is slow to respond.
- Trailer Tire Pressure configurations deleted.
- Steering Wheel Controls skipping SXM® channels.
- Recent Calls not displayed.
- Phone audio playing with ignition is off.
- Icon size/layout improvements.**
- SXM® radio shows one station on screen but is playing a different station.
- Navigation inoperative.
- Black or blank radio screen (This will not affect back up camera operation).
- Radio lockup (This will not affect back up camera operation).

	• No Verbal warnings on navigation. • Surround sound inoperative. • Blu-ray® DVD unavailable. • Listen in/Mirror feature inoperative. • Audio Overlap between sources. • Radio does not recognize the vehicle is in park. No keyboard pop up, vehicles setting are hidden. • Radio presets are not saving. • Audio mute on calls (Phone, SOS and Ecall). • Audio disruptions. • Wireless connectivity disconnecting. • Audio distortion (hissing, water sprinkler, or salt shaker noise) **(WL Only).** ****This software updates also has radio enhancements** • CarPlay®/Andriod Auto® Improvements. • Uconnect Phone improvements. • FOTA improvements. • Passenger screen camera app improvements. • Voice recognition command improvements.**
CAUSE:	**Radio software**

This bulletin supersedes Technical Service Bulletin (TSB) 08-039-22 REV. C, date of issue November 08, 2022, which should be removed from your files. All revisions are highlighted with **asterisks** and includes additional symptoms, enhancements, software level and LOPs.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-146, date of issue August 11, 2022. 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 software to ****T25.50.****

CLAIMS DATA:

NOTE: Warranty claims WILL be rejected if the incorrect LOP(s) is used.

- **Vehicles that are ON the RSU VIN list, the dealers must use "RSU Only LOP(s)". If not, the RSU can not be closed.**
- **Vehicles that are NOT on the RSU VIN list, the dealer must use "Non RSU Only LOP(s)".**

Labor Operation No:	Labor Description	Skill Category	Labor Time
**18-60-03-AF	Radio, Inspect Software Level **RSU Only** (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-03-AG	Radio, Inspect Software Level and Perform Software Update **RSU Only** (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
18-60-03-AH	Radio, Software - Create USB Jump Drive from Uconnect Website **(One Time Only)** **RSU Only** (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-F2-AG	Radio, Inspect Software Level and Perform Software Update **Non RSU Only** (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
18-60-F2-AH	Radio, Software - Create USB Jump Drive from Uconnect Website **(One Time Only)** **Non RSU Only** (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.**
Failure code	RF	Required Flash	
	CC	Customer Concern	

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.

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 any of the symptoms 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: 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 or higher then **T25.50?**
   - YES >>> This bulletin has been completed. Use inspection LOP **(18-60-03-AF)** to close the active RSU.
   - NO >>> Proceed to Step 3.

3. Has a **4GB** USB flash drive been created?
   - YES >>> Proceed to Step 11.
   - NO >>> Proceed to Step 4.

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

5. 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.

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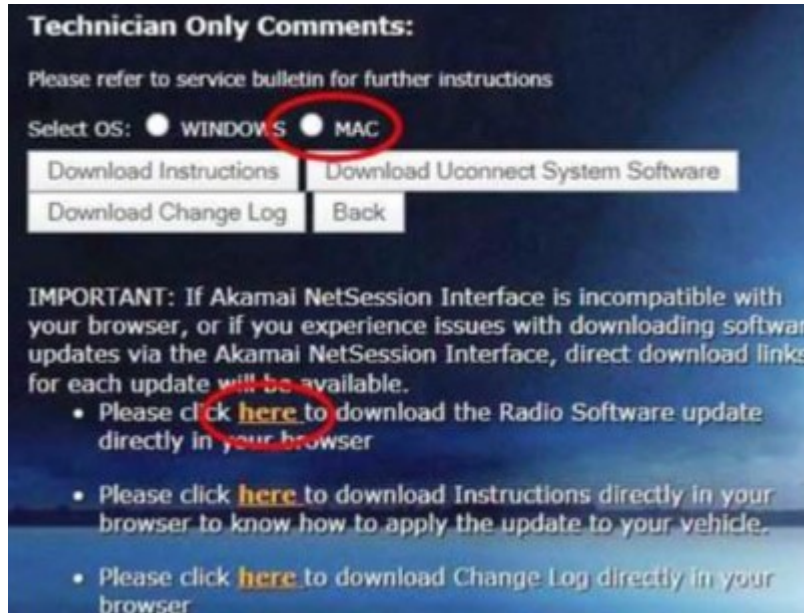

Fig. 1
MAC Download Steps

7. Download the radio SW from DealerConnect to a blank USB flash drive. The USB flash drive should be at least 4GB and formatted to **NTFS**.

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

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

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

11. Start the vehicle and insert the correct 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.

12. 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. 2) .
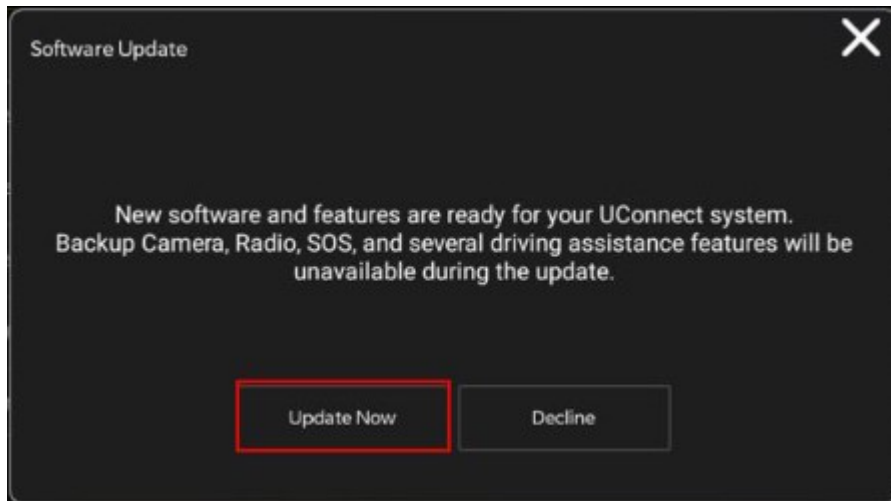
Fig. 2
Software Update Is Available
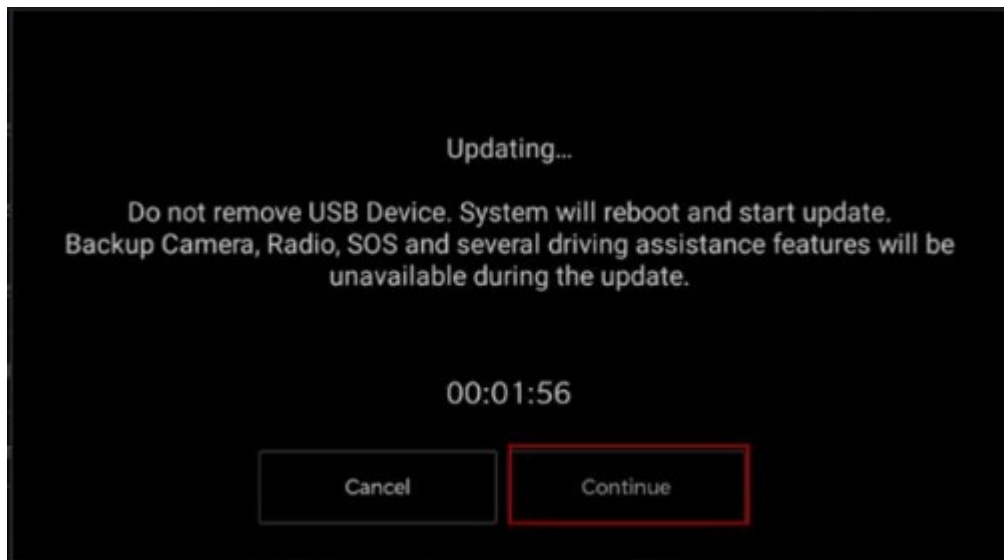
13. Press the "Continue" on the display screen (Fig. 3) .

Fig. 3
Continue Display Screen

14. The radio will reboot and the update will begin. The update should only take 30 minutes (Fig. 4) .

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

Fig. 4
Software Update Completed

15. **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

16. 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. 5) .
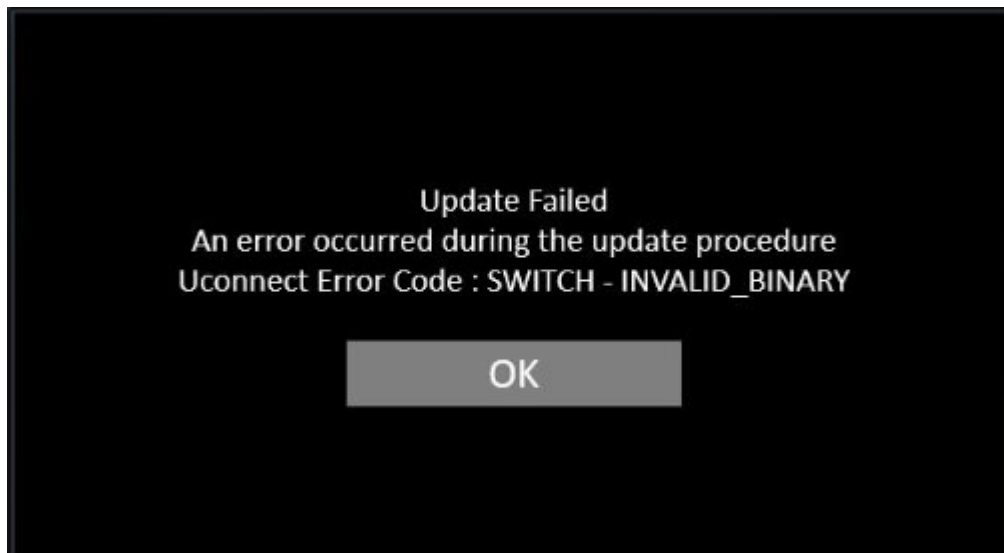

Fig. 5
Error Message
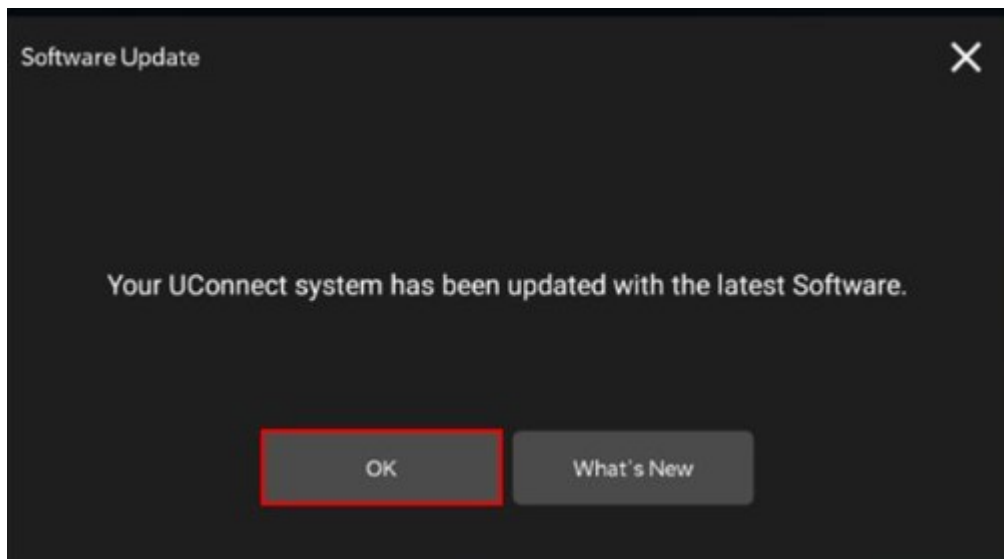
17. Press "OK" to continue (Fig. 6) .

Fig. 6
Radio Software Has Been Updated

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

19. Was the radio updated to **T25.50?**

- YES>>> Proceed to Step 20.
- NO>>> Perform the update one more time. Proceed to Step 12.

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

21. 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.

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

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

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

POLICY:
Reimbursable within the provisions of the warranty.