

REFERENCE:	TSB: 08-191-23 GROUP 08 - Electrical	Date:	August 3, 2023	REVISION:	-
VEHICLES AFFECTED:	2023 (WL) Jeep Grand Cherokee This bulletin applies to vehicles equipped with Uconnect 5 W 8.4" Display (Sales Codes UBR and UER).			MARKET APPLICABILITY: <input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA <input type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH	
CUSTOMER SYMPTOM:	<p>Customers may experience one or more of the following:</p> <ul style="list-style-type: none"> • Head Unit (HU) is displaying only Sirius XM® app under Select Shortcut Type in shortcut widgets. • Rapidly scrolling through SXM® stations while on climate screen causes very long buffering of stations. • Apps option is shown in Custom Shortcuts Widget. • Sync button Radio display status bar drop down menu does not change according to the button press. • While on wireless call, pressing Transfer to Device (from phone screen, phone widget, or steering wheel controls), HU screen begins looping to multiple screens / pop ups. • Time not displaying in cluster due to R1L radio not sending "TIME" signals cyclically. • HU is transmitting 'Call active' in Telematic_FD_18 even after disconnecting the Call. • When FOTA install radio display is active, radio shows 50 minutes as default installation time for FOTA instead of the time send by the Security Gateway Module (SGW). • Scroll knob doesn't work when present on USB media. • In ignition OFF, while FOTA Update radio display pop up is active, user selects outside the pop up window screen pop up disappears and does not come back in the following ignition cycles. • R1 low displays FOTA Install pop up message in ignition RUN. • USB media switches to SXM® when Media icon pressed. • Thick text on memory seat pop up, and size of pop up is incorrect. • Audio settings page shifted to right alignment when ignition is set to Off and Radio off delay is set to 45 seconds / five minutes / 10 minutes. • After FOTA install complete , "What's new" button is pressed, R1 low shows a blank pop up screen. • HU is not closing the Notifications screen when Notifications icon in status bar is pressed second time. • When Radio off Delay is set as 10 minutes, Radio continue to show FOTA installation progress bar till radio screen off even after SGW complete FOTA installation and inform status in FDCA8 as Successful FOTA update. • When present on Device manager navigating to Apps failed. • HU displays Wireless Pairing screen instead of device manager page when selecting "Yes" option from the "Android Auto™ not connected" Pop up. • Heated and cooled seats and steering wheel heat buttons flash quickly when climate OFF. • SXM® Channel Tuning using Tune Knob is not working. • CarPlay® screen exiting after selecting the Function Unavailable Pop Up. • HU is transmitting the message FDCAN8::TELEMATIC_FD_18 as "Phone Name" only instead of "Incoming call" and "Phone Name" options when incoming call is received. • In CarPlay® screen, HU not accepting the second incoming call through steering wheel Answer button. • HU retains the Selectable Tire fill alert page instead of Clock settings page when Clock settings is selected from the status bar. 				

CAUSE:	Radio Software
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REPAIR SUMMARY:

This bulletin provides information regarding the latest Firmware Over The Air (FOTA) update and provides the service technician an overview of the steps a customer will need to take to complete the update. The radio software will be updated from 47.01.12 to R47.03.26.

NOTE: National launch for this FOTA update is expected to begin August 18, 2023.

DISCUSSION:

Vehicles sold in the U.S. and Canada can now receive software updates “over-the-air”. Updates to software will occur in a phased roll-out. The software is updated through a built-in cellular modem in the vehicle. Customers will see a notification on their radio screen when new software is available for their radio (Fig. 1). The owner will have the option to update the radio or schedule the update for later. There is not an option to decline the update indefinitely, the update must be performed.

NOTE: This is an Information Only Service Bulletin to inform the dealer how the FOTA update is performed. This document does not contain a LOP for reimbursement.

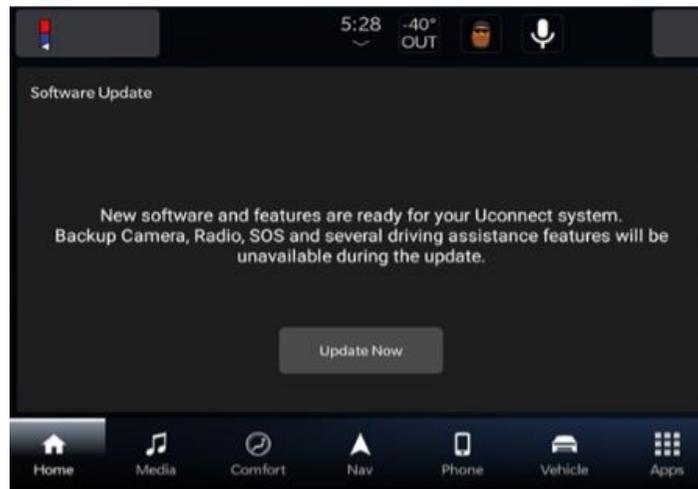


Fig. 1
Software Acceptance Screen

1. The vehicle needs to be in 'Park'. The ignition needs to be in the off position.
2. If the customer selects “Update Now” they can shut off the vehicle and leave. The update will be completed automatically.

NOTE: This step may take several minutes to complete.

3. Upon completion of update, the radio will display a confirmation message (Fig. 2) .

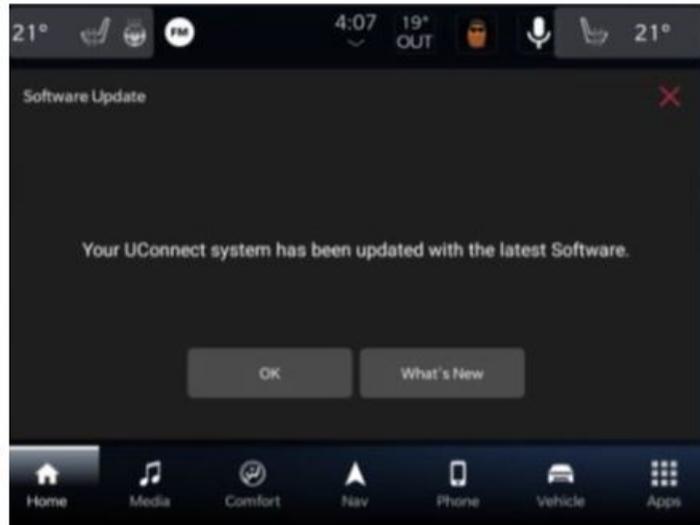


Fig. 2
Software Update Confirmation Screen

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