

<b>REFERENCE:</b>	<b>TSB:</b> 08-055-23 REV. A <b>GROUP</b> 08 - Electrical	<b>Date:</b>	August 11, 2023	<b>REVISION:</b>	08-055-23
<b>VEHICLES AFFECTED:</b>	<p><b>2022 - 2023 (WL) Jeep Grand Cherokee</b> <b>2022 - 2023 (WS) Grand Wagoneer/Wagoneer</b> <b>This bulletin applies to vehicles built on or before **October 14, 2022 (MDH 1014XX)** equipped with one of the following radios:</b></p> <ul style="list-style-type: none"> <li>• Uconnect 5 W 8.4" Display (Sales Codes UBF or UEF).</li> <li>• Uconnect 5 NAV W 8.4" Display (Sales Codes UBL or UEL).</li> <li>• Uconnect 5 NAV W 10.1" Display (Sales Codes UBN or UEN).</li> <li>• Uconnect 5 NAV W 12" Display (Sales Codes UBQ or UEQ).</li> </ul>			<p><b>MARKET APPLICABILITY:</b></p> <p><input checked="" type="checkbox"/> NA <span style="float:right"><input type="checkbox"/> MEA</span></p> <p><input type="checkbox"/> SA <span style="float:right"><input type="checkbox"/> IAP</span></p> <p><input type="checkbox"/> EE <span style="float:right"><input type="checkbox"/> CH</span></p>	
<b>CUSTOMER SYMPTOM:</b>	<p><b>Customers may experience one or more of the following:</b></p> <ul style="list-style-type: none"> <li>• Navigation signal drops out; maps not loading on the Instrument Panel Cluster (IPC) display.</li> <li>• Cannot change satellite stations, display shows one station on screen but is playing another.</li> <li>• Battery drain.</li> <li>• Black screen after clicking "accept" at start up (<b>Rearview camera functions normally</b>).</li> <li>• Radio resets (<b>Rearview camera functions normally</b>).</li> <li>• Wireless connectivity device disconnect.</li> <li>• Wireless connectivity disconnecting.</li> <li>• CarPlay® icon does not appear in device manager.</li> <li>• Audio disruptions.</li> <li>• SXM® inoperative.</li> <li>• Audio mute.</li> <li>• Passenger screen blank.</li> <li>• Passenger screen apps missing.</li> <li>• Missing profiles icon.</li> <li>• IPC displays incorrect audio source.</li> <li>• Radio is slow to respond.</li> <li>• Trailer tire pressure configurations deleted.</li> <li>• Steering wheel controls skipping SXM® channels.</li> <li>• Recent calls not displayed.</li> <li>• Phone audio playing when ignition is off.</li> </ul> <p><b>This software update also has the following enhancements:</b></p> <ul style="list-style-type: none"> <li>• Icon size/layout improvements.</li> <li>• Carplay/Android Auto® improvements.</li> <li>• Uconnect Phone improvements.</li> <li>• FOTA improvements.</li> <li>• Passenger screen camera app improvements.</li> <li>• Voice Recognition (VR) command improvements.</li> </ul>				
<b>CAUSE:</b>	Radio Software				

**This bulletin supersedes Technical Service Bulletin (TSB) 08-055-23, date of issue February 24, 2023, which should be removed from your files. All revisions are highlighted with \*\*asterisks\*\* and include updated build date.**

**REPAIR SUMMARY:**

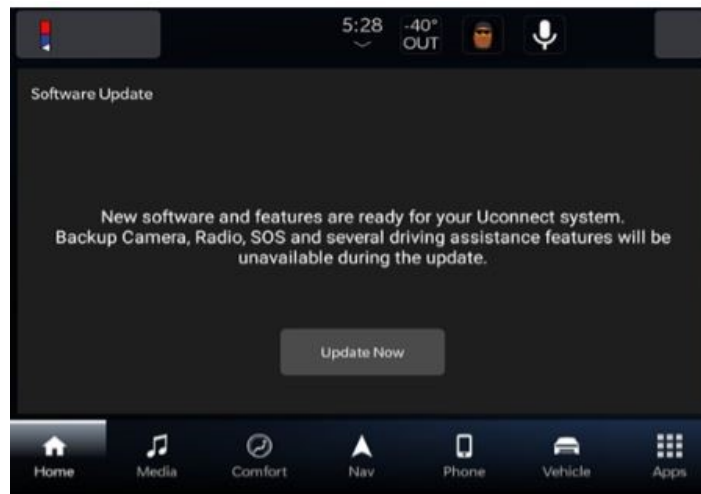
This bulletin provides information regarding the latest Firmware Over The Air (FOTA) update and provides the service technician an overview of the steps a customer will need to take to complete the update. The radio software will be updated from S21B.5, S24.13 and S24.18 to S26.18.

**NOTE: National launch for this FOTA update is expected to begin September 08, 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 Technical Service Bulletin to inform the dealer how the FOTA update is performed. This document does not contain a LOP for reimbursement.**



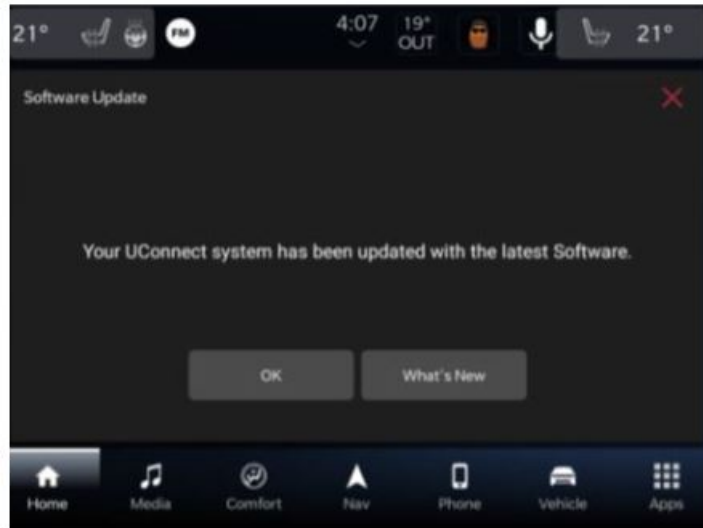
**Fig. 1**

**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” (Fig. 1) 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**

**POLICY:**  
Information Only

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