

REFERENCE:	TSB: 08-142-23 REV. A GROUP: 08 - Electrical	Date:	November 15, 2023	REVISION:	08-142-23						
VEHICLES AFFECTED:	2022 (WS) Grand Wagoneer/Wagoneer This bulletin applies to vehicles built equipped with one of the following radios: <ul style="list-style-type: none"> • Uconnect 5 NAV W 10.1" Display (SalesCodes UBN or UEN). • Uconnect 5 NAV W 12" Display (Sales Codes UBQ or UEQ). 			MARKET APPLICABILITY: <table style="width: 100%; border: none;"> <tr> <td><input checked="" type="checkbox"/> NA</td> <td><input type="checkbox"/> MEA</td> </tr> <tr> <td><input type="checkbox"/> SA</td> <td><input type="checkbox"/> IAP</td> </tr> <tr> <td><input type="checkbox"/> EE</td> <td><input type="checkbox"/> CH</td> </tr> </table>		<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
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CUSTOMER SYMPTOM:	Customers may experience one or more of the following: <ul style="list-style-type: none"> • Amplifier module sets Diagnostic Trouble Code (DTC) U0485 - Implausible Data Received Set. • Radio reset (Rearview camera functions normally). • Voice Recognition (VR) inoperable. • Wireless CarPlay® inoperable. • Audio sources inoperable. • Display switches to Nav on VR prompt. • Vehicle Positioning (Lat/Long) inoperable. • Surround View Camera inoperable (Rearview camera functions normally). • Unable to exit FamCam. • Audio Repetition inoperable. • Electric vehicle pages inoperable. • Translated text is incorrect. • Profile avatar changes in Valet Mode. • Display does not return to idle mode after call. • Dynamic rear view camera guidelines inoperable. • FOTA popup won't dismiss. • Ambient Lights Setting inoperable. • Call Status on after all ended Favorites available in valet mode. • SXM™ Favorites inoperable. • Tutorial App inoperable. • Audio Repetition stops during incoming calls. • Unable to connect second device. • Unable to exit Seat Comfort popup. • Call does not end on the Instrument Panel Cluster (IPC). • Seat Comfort graphic incorrect. • Headphone button for front passenger display inoperable. • Schedule update inoperable. • USB media source inoperable on front passenger display. • SXM™ inoperable. • Wireless Android Auto® inoperable. • Media sources duplicated. • Audio unmuted at door close. • Radio freeze (Rearview camera functions normally). • Radio input lagging. 										

	<ul style="list-style-type: none"> • Navigation active with no active route. • Scheduled cabin cooling inoperable. • Incorrect phone repetition displayed. • Navigation routing inoperable. • Unable to exit electric vehicle Pages. • Comfort softkeys incorrect. • Comfort graphic overlap. • Unable to change audio sources. • Audio sources unavailable after profile switch. • No incoming call popup on Uconnect phone. • FamCam image in black and white. • SOS call status banner remains after call ended. • Press and hold inoperable on comfort temperature slider. • Setting preferences will not return to default. • Display input lagging after CarPlay® is connected. • Changed to unselected audio source. • Setting preferences not saved on correct profile. • Translation error in Portuguese. • Memory seats not saved on correct profile. • Audio loss. • Incorrect keyboard in Japanese. • SXM™ channel art incorrect. • Rear Seat Entertainment (RSE) audio overlap. • European Media Source (DAB) available on North America vehicles. • Black screen (Rearview camera functions normally). • Unable to delete profile. • Assist call inoperable. • Unable to navigate menu with ongoing SOS call. • Compass inop, does not update direction.
CAUSE:	Radio Software

This bulletin supersedes Technical Service Bulletin (TSB) 08-142-23 REV. A, date of issue June 10, 2023, which should be removed from your files. All revisions are highlighted with **asterisks**** and include an updated Discussion section.**

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 S26.18 to T25.50.

NOTE: The national launch for the FOTA is expected to begin July 5, 2023.

DISCUSSION:

****The FOTA Campaign has been put on hold until further notice.****

POLICY:

Reimbursable within the provisions of the warranty.

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