

REFERENCE:	TSB: 08-008-24 GROUP: 08 - Electrical	Date:	January 6, 2024	REVISION:	-						
VEHICLES AFFECTED:	2024 (WS) Grand Wagoneer/Wagoneer This bulletin applies to vehicles built on or before November 15, 2023 (MDH 1115XX) equipped with a Global Telematics Box Module (TBM) (Sales Code RDG) and one of the following radios: <ul style="list-style-type: none"> Uconnect 5 NAV W 8.4" Display (Sales Codes UBL or UEL). Uconnect 5 NAV W 10.1" Display (Sales Codes UBN or UEN). 			MARKET APPLICABILITY: <table border="0"> <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 also experience one or more of the following: <ul style="list-style-type: none"> Blank phone widget displayed. Radio freeze after reverse event (Rearview Camera (RVC) Functions Normally). Screen Off at start up (RVC Functions Normally). Radio restart before sleep after switching between different USBs. Pop up error "setting not saved" occurring when attempting to enable Geolocation (Privacy Mode Off). Amplifier module sets Diagnostic Trouble Code (DTC) U0485 Implausible Data Received From Radio. During FOTA Scheduling, if OK is not pressed to confirm time selected, vehicle will sleep. Apps downloaded for one connected profile are being shared with other local profiles. Switching profiles with slow response. Slow response switching between camera views. Black radio screen (RVC functions normally). Rear seat reminder alert unavailable. Wi-Fi software update pop-up is being triggered in non-connected vehicles. Switching to Android menu, display screen blinks on green color. Microphone inoperative during SOS call from the vehicle. 										
CAUSE:	Radio Software										

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 T27.39 or U29.28 to U29.42.

NOTE: The national launch for the FOTA is expected to begin January 22, 2024.

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 builtin 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.

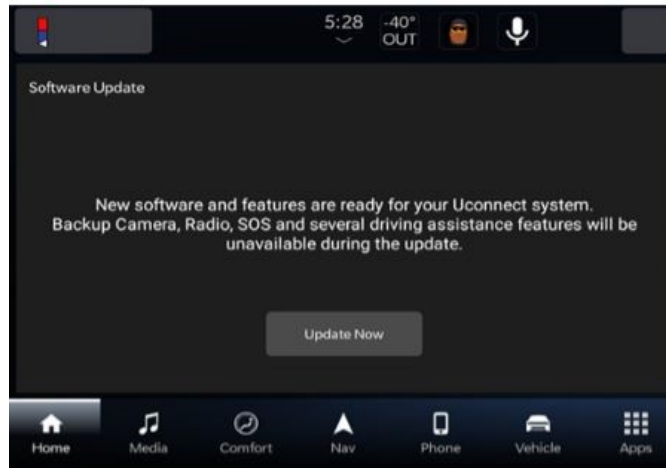


Fig. 1

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](#).

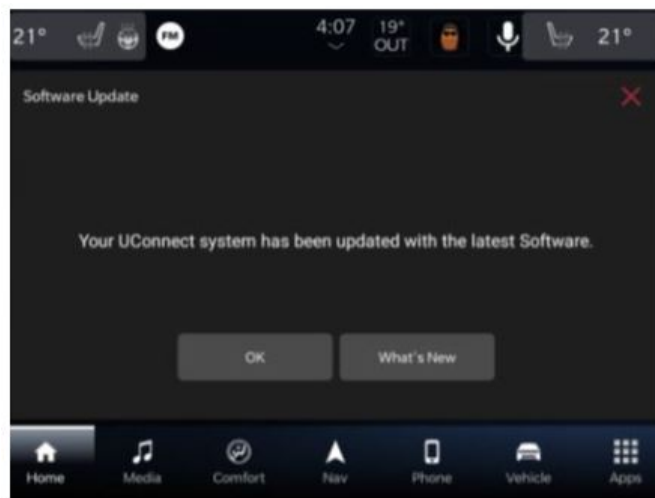


Fig. 2

Software Update Confirmation Screen

POLICY:

Information Only

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