

<b>REFERENCE:</b>	<b>TSB:</b> 08-014-24 <b>GROUP:</b> 08 - Electrical	<b>Date:</b>	January 10, 2024	<b>REVISION:</b>	08-160-23						
<b>VEHICLES AFFECTED:</b>	<p><b>2022 (WL) Jeep Grand Cherokee</b> <b>2022 (WS) Grand Wagoneer/Wagoneer</b> <b>This bulletin applies to vehicles equipped with one of the following radios:</b></p> <ul style="list-style-type: none"> <li>● Uconnect 5 NAV W 12" Display (Sales Codes UFQ, UBQ, UEQ).</li> <li>● Uconnect 5 NAV W 10.1" Display (Sales Codes UFN, UBN, UEN).</li> <li>● Uconnect 5 W 8.4" Display (Sales Codes UFF, UEF, UBF).</li> <li>● Uconnect 5 Nav W 8.4" Display (Sales Codes UFL, UBL, UEL).</li> </ul>			<p><b>MARKET APPLICABILITY:</b></p> <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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<b>CUSTOMER SYMPTOM:</b>	<p><b>The customer may describe one or more of the following:</b></p> <ul style="list-style-type: none"> <li>● Battery Drain.</li> <li>● U0485-00 Implausible Data Received From Radio.</li> <li>● Native Voice Recognition (VR) session does not open with wake-up word or steering wheel button.</li> <li>● USB playback inoperative.</li> <li>● Wireless connectivity media playback inoperative.</li> <li>● Radio resets.</li> <li>● VR inoperative.</li> <li>● Call does not end on the cluster.</li> <li>● Seat comfort graphic incorrect.</li> <li>● Wireless and Wired CarPlay® inoperative.</li> <li>● Vehicle positioning (Lat/Long) inoperative.</li> <li>● Audio sources inoperative.</li> <li>● Profile avatar changes in valet mode.</li> <li>● Electric Vehicle (EV) pages inoperative.</li> <li>● Scheduled cabin cooling inoperative.</li> <li>● Rear seat entertainment audio overlap.</li> <li>● Black Screen (<b>Rear view camera will still function normally</b>).</li> <li>● Unable to connect second wireless connectivity device.</li> <li>● Assist call inoperative.</li> <li>● Comfort graphic overlap.</li> <li>● Translated text is incorrect.</li> <li>● Comfort softkeys incorrect.</li> <li>● Unable to exit seat comfort pop-up (<b>Rear view camera will still function normally</b>).</li> <li>● Compass inoperative.</li> <li>● Wireless connectivity disconnect.</li> <li>● Display does not return to idle mode after call.</li> <li>● Radio slow response.</li> <li>● SXM® favorites inoperative.</li> <li>● Display switches to Nav on VR prompt.</li> <li>● Tutorial App inoperative.</li> <li>● Unable to exit EV pages (<b>Rear view camera will still function normally</b>).</li> </ul>										

**CUSTOMER  
SYMPTOM:**

- 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 (**Rear view camera will still function normally**).
- Audio unmuted at door close.
- Audio loss.
- Setting preferences will not return to default.
- Surround view camera inoperative(**Rear view camera will still function normally**).
- 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 (**Rear view camera will still function normally**).
- 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 (**Rear view camera will still function normally**).
- 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. (**Rear view camera will still function normally**).
- 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.

<p><b>CUSTOMER SYMPTOM:</b></p>	<ul style="list-style-type: none"> <li>● Steering Wheel Controls skipping SXM® channels.</li> <li>● Recent Calls not displayed.</li> <li>● Phone audio playing with ignition is off.</li> <li>● Icon size/layout improvements.</li> <li>● SXM® radio shows one station on screen but is playing a different station.</li> <li>● Navigation inoperative.</li> <li>● Black or blank radio screen (<b>Rear view camera will still function normally</b>).</li> <li>● Radio lockup (<b>Rear view camera will still function normally</b>).</li> <li>● No Verbal warnings on navigation.</li> <li>● Surround sound inoperative.</li> <li>● Blu-ray® DVD unavailable.</li> <li>● Listen in/Mirror feature inoperative.</li> <li>● Audio Overlap between sources.</li> <li>● Radio does not recognize the vehicle is in park. No keyboard pop up, vehicles setting are hidden.</li> <li>● Radio presets are not saving.</li> <li>● Audio mute on calls (Phone, SOS and Ecall).</li> <li>● Audio disruptions.</li> <li>● Wireless connectivity disconnecting.</li> <li>● Audio distortion (hissing, water sprinkler, or salt shaker noise) (<b>WL Only</b>).</li> </ul> <p>This software updates also has radio enhancements:</p> <ul style="list-style-type: none"> <li>● CarPlay®/Andriod Auto® Improvements.</li> <li>● Uconnect Phone improvements.</li> <li>● FOTA improvements.</li> <li>● Passenger screen camera app improvements.</li> <li>● Voice recognition command improvements.</li> </ul>
<p><b>CAUSE:</b></p>	<p><b>Radio software.</b></p>

**This bulletin supersedes Technical Service Bulletin (TSB) 08-160-23, date of issue June 30, 2023, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and includes an updated Discussion Section.**

**REPAIR SUMMARY:**

This bulletin involves inspecting the software level and updating the software to T25.50.

**DISCUSSION:**

**\*\*This service action is on hold until further notice.\*\***

**POLICY:**

Reimbursable within the provisions of the warranty.

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