

Technical Service Bulletin (TSB)
Navigation (NAV) Reboot When MOTA Fails

REFERENCE:	TSB: 08-006-24 REV. A GROUP: 08 - Electrical	Date:	January 17, 2024	REVISION:	08-006-24
VEHICLES AFFECTED:	<p>2021 - 2024 (GA) Alfa Romeo Guilia 2021 - 2024 (DJ) RAM 2500 Pickup 2021 - 2024 (DS) RAM 1500 Pickup 2021 - 2024 (DT) RAM 1500 Pickup 2021 - 2024 (VF) RAM Promaster 2021 - 2024 (WS) Grand Wagoneer/Wagoneer 2021 - 2024 (WL) Jeep Grand Cherokee/Grand Cherokee L 2021 - 2024 (WD) Dodge Durango 2021 - 2024 (RU) Chrysler Pacifica 2021 - 2024 (JL) Jeep Wrangler</p> <p>This bulletin applies to vehicles built on and before **October 27, 2023 (MDH 1027XX)** equipped with one of the following radios:</p> <ul style="list-style-type: none"> Uconnect 5 Nav W 8.4" Display (Sales Codes UFL, UBL or UEL). Uconnect 5 NAV W 10.1" Display (Sales Codes UBN, UEN, UFN or UPN). Uconnect 5 NAV W 12" Display (Sales Codes UBQ, UEQ or UFQ). 			<p>MARKET APPLICABILITY:</p> <p><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</p>	
CUSTOMER SYMPTOM:	<p>The customer may describe one of more of the following:</p> <ul style="list-style-type: none"> Radio navigation continues to reboot after a Map Update (MOTA). Navigation regularly cuts out and back on again. Radio switches to navigation without customer's input. 				
CAUSE:	Radio software.				

This bulletin supersedes Technical Service Bulletin (TSB) 08-006-24, date of issue January 05, 2024, which should be removed from your files. All revisions are highlighted with **asterisks**** and include an updated clean date.**

REPAIR SUMMARY:

This bulletin involves updating the Navigation maps via USB.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-03-AW	Create USB Jump drive from Stellantis Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	1.0 Hrs.
18-60-03-AX	Perform Maps Update (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
Failure code	CC	Customer Concern	

The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM identified in the Technical Service Bulletin, failure code CC is to be used.

- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/ Service Library, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Has a **32GB** USB flash drive been created?
 - YES >>> Proceed to [Step 10](#).
 - NO >>> Proceed to [Step 2](#).
2. Go to stellantis.navshop.com/#/downloads to download the files [Fig. 1](#).

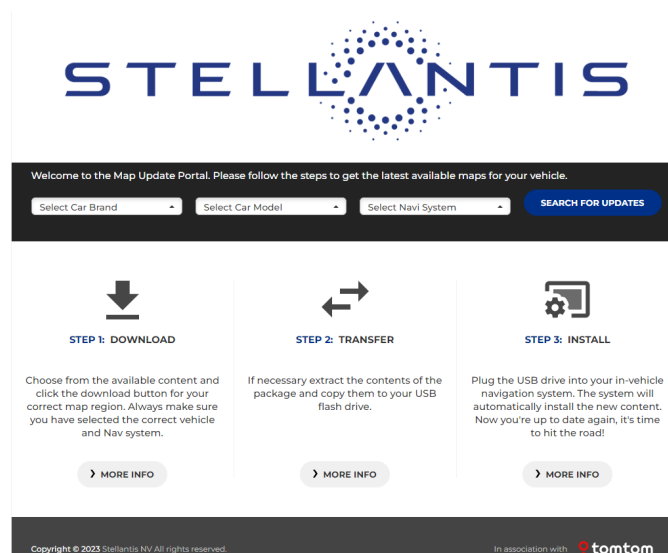


Fig. 1
stellantisnavshop.com

NOTE: Use a blank USB flash drive with at least 32GB of space.

NOTE: USB must be NTFS format.

3. Select your preferred language [Fig. 2](#).

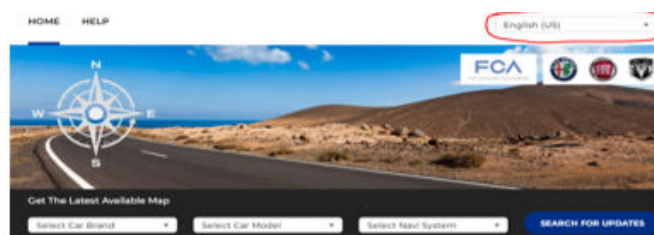


Fig. 2
Preferred Language

- 4. Select the proper vehicle brand [Fig 3](#).

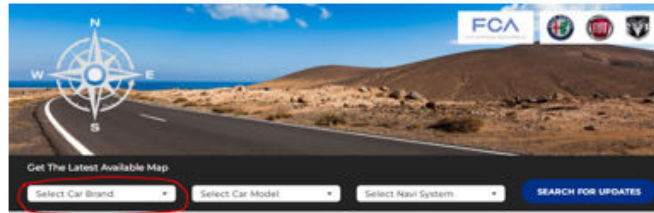


Fig. 3
Vehicle Brand

- 5. Select the proper vehicle model [Fig. 4](#).

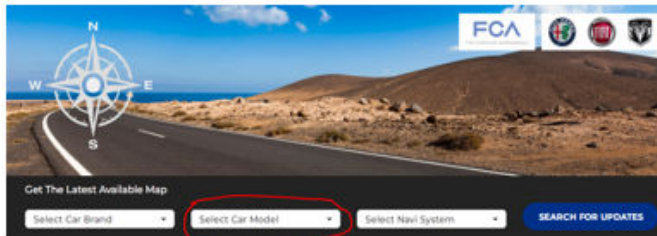


Fig. 4
Vehicle Model

- 6. Select Navi System as UCONNECT5 (R1-High) [Fig. 5](#).

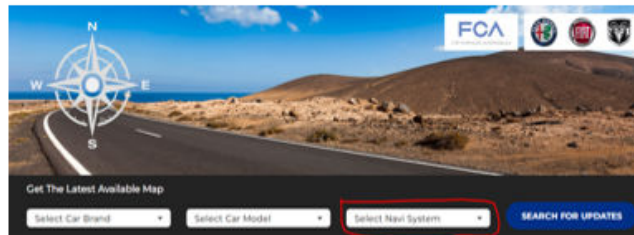


Fig. 5
Select Navi System

- 7. Select "Search For Updates" [Fig. 6](#).

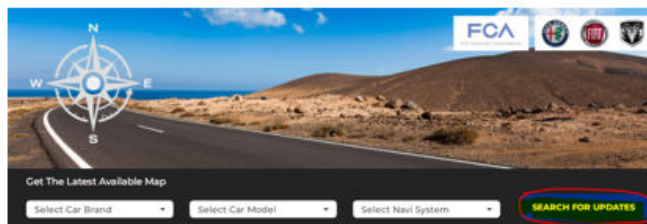


Fig. 6
Search For Updates

- 8. Select Download [Fig. 7](#).



Fig. 7

Select Download

- 9. Extract all the content of the package and copy to your USB jump drive. Copy all files directly to the root of the USB directory [Fig. 8](#).

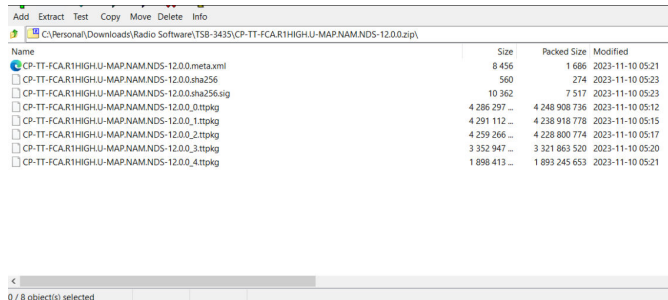


Fig. 8

Files

- 10. Start the engine and leave it running throughout this process.

- 11. Check your current map version:
 - a. Go to NAV app.

- b. Select the main menu button (Bottom Left Corner) [Fig. 9](#).

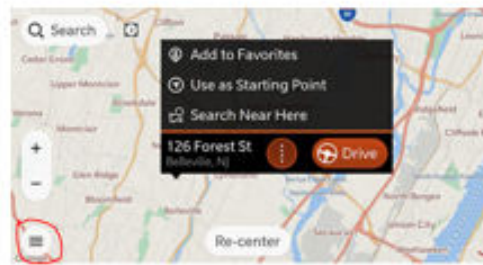


Fig. 9

Main Menu Button

- c. Select "Settings" [Fig. 10](#).

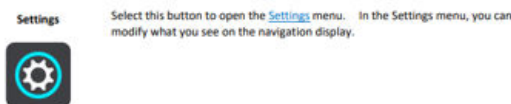


Fig. 10

Settings

- d. Select "Other" xref [Fig. 11](#).



Fig. 11
Other button

e. Select "About" and note down the map version [Fig 12](#).

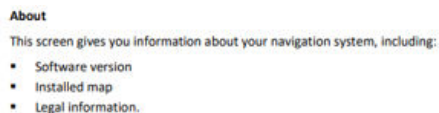


Fig. 12
About Screen

12. Insert the USB into the vehicle's radio USB port.
13. Select "Update".
14. The update process will take approximately 30 minutes.
15. Once the update is completed you should see a pop up indicating the update was successful.
16. Dismiss the pop up and confirm your map version [Fig. 13](#).

Installed Map
North America 2022.03.000.28/21995/13182747/43481
Released 03/2022

Fig. 13
Map Version

POLICY:

Reimbursable within the provisions of the warranty.

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.