

Technical Service Bulletin (TSB)
Global Telematics Box Module (TBM) Firmware Over The Air (FOTA) Software Update from 5.15 to 5.43

REFERENCE:	TSB: 08-138-24 GROUP: 08 - Electrical	Date:	June 6, 2024	REVISION:	–
VEHICLES AFFECTED:	2023 - 2024 (JL) Jeep Wrangler This bulletin applies to vehicles equipped with an Instrumental Panel Parts Module (Sales Code X81) with Connectivity - US/CANADA (Sales Code RTM) with Global Telematics Box Module (Sales Code RDG).	MARKET APPLICABILITY:			
		<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			
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: <ul style="list-style-type: none"> • Remote door lock and unlock commands sent from the Jeep mobile app fail. • After saving the edited charge or climate schedule in the radio, the mobile app reverts it back to the schedule set on the Jeep mobile app. • Remote operation ignition on remote start not working. • Customer not receiving a monthly email containing the VHR (Vehicle Health Report). 				
CAUSE:	TBM 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 5.15 to 5.43.

NOTE: National launch for this FOTA update is expected to begin June 14, 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 Service Bulletin to inform the dealer how the FOTA update is performed. This document does not contain a LOP for reimbursement.

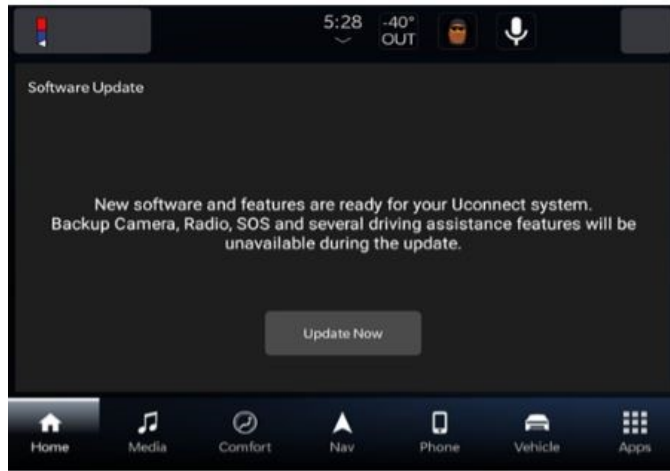


Fig. 1
Software Acceptance Screen

1. The vehicle needs to be in 'Park'. The ignition needs to be in the off position.
2. If the customer selects "Update Now" 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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