

<b>REFERENCE:</b>	<b>TSB:</b> 08-178-24 <b>GROUP:</b> 08 - Electrical	<b>Date:</b>	August 7, 2024	<b>REVISION:</b>	-						
<b>VEHICLES AFFECTED:</b>	<p><b>2022 - 2023 (WS) Grand Wagoneer/Wagoneer</b>  <b>2022 - 2023 (WL) Grand Cherokee/Grand Cherokee L</b>  <b>This bulletin applies to vehicles equipped with a Global Telematics Box Module (TBM) (Sales Code RDG) and one of the following radios:</b></p> <ul style="list-style-type: none"> <li>● Uconnect 5 NAV W 8.4" Display (Sales Codes UBL or UEL).</li> <li>● Uconnect 5 NAV W 10.1" Display (Sales Codes UBN or UEN).</li> <li>● Uconnect 5 NAV W 12.1" Display (Sales Codes UBQ or UEQ).</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>Customers may experience one or more of the following:</b></p> <ul style="list-style-type: none"> <li>● Incorrect navigation units.</li> <li>● Accessibility settings missing.</li> <li>● Missing radio stations.</li> <li>● Incorrect phone widget.</li> <li>● Radio freeze.</li> <li>● Blank hybrid screen.</li> <li>● Screen Off at start up. <b>Rearview Camera (RVC) functions normally.</b></li> <li>● USB mode changes on its own.</li> <li>● ROV FOTA scheduling.</li> <li>● Apps downloaded for one connected profile are being shared with other local profiles.</li> <li>● Profile creation delay.</li> <li>● Camera softkeys delayed, reverse and forward camera displays black radio screen. <b>RVC functions normally.</b></li> <li>● FamCam "X" button missing.</li> <li>● SXM reset.</li> <li>● <b>RVC</b> zoom lagging.</li> <li>● VR stuck in listening mode.</li> <li>● Android Auto®/Car Play® disconnect.</li> <li>● Missing battery voltage icon.</li> <li>● Rear seat reminder inop.</li> <li>● Missing menu bar.</li> <li>● Radio resets.</li> <li>● Missing Wifi app.</li> <li>● Android Auto® radio reset.</li> <li>● Music playback inop.</li> <li>● Invalid FOTA popup.</li> <li>● Assisted Call audio inop.</li> <li>● Hybrid pages inop.</li> </ul> <p><b>In addition, the following software enhancement is available:</b></p> <ul style="list-style-type: none"> <li>● Uconnect phone improvements.</li> </ul>										
<b>CAUSE:</b>	<b>Radio Software</b>										

## REPAIR SUMMARY:

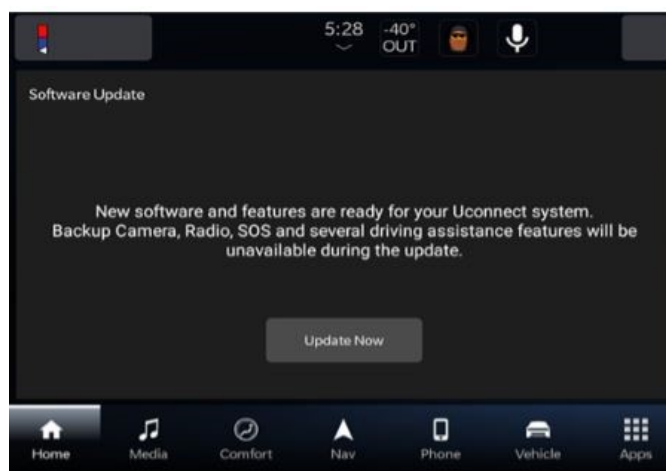
This bulletin provides information regarding the latest Firmware Over The Air (FOTA) update and provides the service technician an overview of the steps a customer will need to take to complete the update. The radio software will be updated from T25.50 to U29.42.

**NOTE: The national launch for the FOTA is expected to begin July 31, 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.**



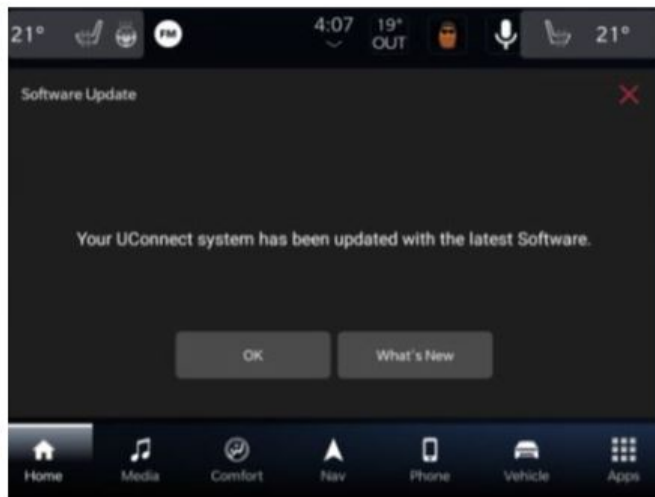
**Fig. 1**

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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