

REFERENCE:	TSB: 08-202-24 GROUP: 08 - Electrical	Date:	September 14, 2024	REVISION:	–
VEHICLES AFFECTED:	2022 - 2024 (WS) Grand Wagoneer/Wagoneer 2022 - 2024 (WL) Grand Cherokee/Grand Cherokee L This bulletin applies to vehicles 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). ● Uconnect 5 NAV W 12.1" Display (Sales Codes UBQ or UEQ). 			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"> ● Unable to select the Turn by Turn Nav. ● Blank Performance Pages. Rearview Camera (RVC) functions normally. ● Android Auto® Voice Recognition Inop. ● Media Tuner Delayed. ● Charge Schedule HMI. RVC functions normally. ● Ambient Light Inop. ● Map in Cluster Inop. ● Media Widget Blank. ● Nav Map Black. ● Offroad Pages Inop. RVC functions normally. ● VR Inop. ● Incorrect Song Title Displayed, Carplay® only. ● HU switches from Media Page to Home Page. RVC functions normally. ● Ghost Touch on Nav screen. RVC functions normally. ● Widgets Missing. ● New User Profile does not load. ● Returns to wrong page after View Camera Event selected by customer in the "Camera View Pages". RVC functions normally. 				
CAUSE:	Radio Software				

REPAIR SUMMARY:

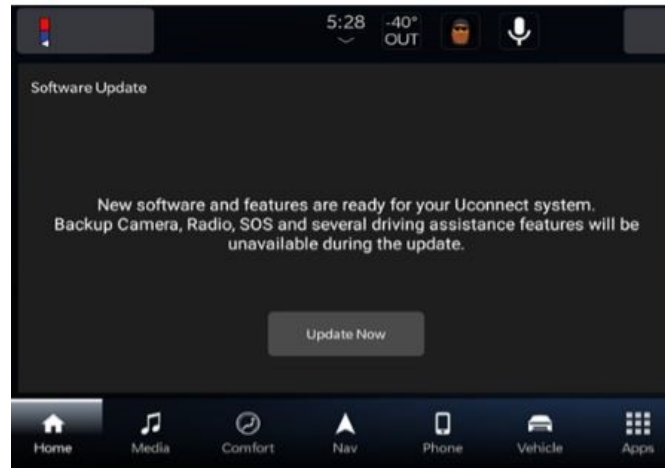
This bulletin provides information regarding the latest Firmware Over The Air (FOTA) update and provides the service technician an overview of the steps a customer will need to take to complete the update. The radio software will be updated from U29.42 to U33.43.

NOTE: The national launch for the FOTA is expected to begin September 30, 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.

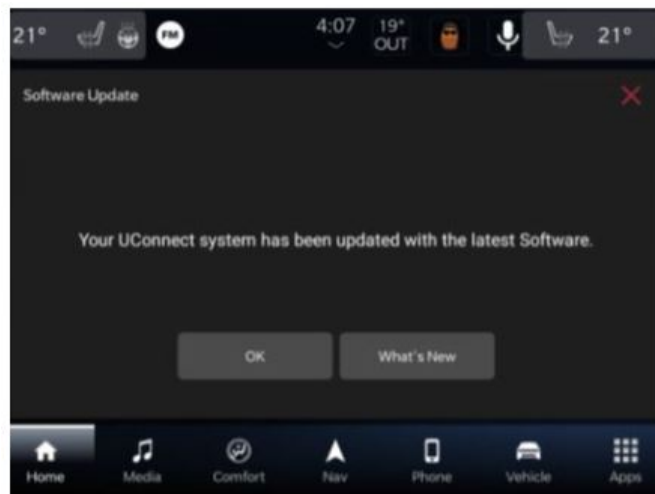
**Fig. 1**

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

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.