

<b>REFERENCE:</b>	<b>TSB:</b> 08-228-24 <b>GROUP:</b> 08 - Electrical	<b>Date:</b>	November 1, 2024	<b>REVISION:</b>	-						
<b>VEHICLES AFFECTED:</b>	<p><b>2021 - 2023 (WL) Jeep Grand Cherokee / Grand Cherokee L</b>  <b>2022 - 2023 (WS) Grand Wagoneer / Wagoneer</b>  <b>This bulletin applies to vehicles built equipped with one of the following radios:</b></p> <ul style="list-style-type: none"> <li>● Uconnect 5 Nav w 8.4" Display (JPN) (Sales Code UTL).</li> <li>● Uconnect 5 Nav w 8.4" Display (KOR) (Sales Code URL).</li> <li>● Uconnect 5 Nav w 10.1" Display (JPN) (Sales Code UTN).</li> <li>● Uconnect 5 Nav w 10.1" Display (KOR) (Sales Code URN).</li> <li>● Uconnect 5 Nav w 12.0" Display (JAP) (Sales Code URQ).</li> <li>● Uconnect 5 Nav w 12.0" Display (KOR) (Sales Code UTQ).</li> </ul>			<p><b>MARKET APPLICABILITY:</b></p> <table style="width: 100%; border: none;"> <tr> <td><input type="checkbox"/> NA</td> <td><input type="checkbox"/> MEA</td> </tr> <tr> <td><input type="checkbox"/> SA</td> <td><input checked="" type="checkbox"/> IAP</td> </tr> <tr> <td><input type="checkbox"/> EE</td> <td><input type="checkbox"/> CH</td> </tr> </table>		<input type="checkbox"/> NA	<input type="checkbox"/> MEA	<input type="checkbox"/> SA	<input checked="" 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>● Uconnect phone improvements.</li> <li>● Incorrect Navigation units shown.</li> <li>● Navigation feature shows no road name with a straight road at times when not setting up a navigation route.</li> <li>● Missing radio stations.</li> <li>● Accessibility settings are missing.</li> <li>● Incorrect phone widget.</li> <li>● Radio freezes.</li> <li>● The Hybrid/EV screen display is blank when the user switches to the dark mode theme.</li> <li>● Hybrid/EV pages are inoperative.</li> <li>● Radio display is off when starting the vehicle. The display will restore to normal operation after roughly one minute of run time. <b>(Rearview Camera (RVC) Functions Normally).</b></li> <li>● Radio screen is black <b>(RVC Functions Normally).</b></li> <li>● USB mode changes on its own.</li> <li>● Remotely Operated Vehicle (ROV) Firmware Over The Air (FOTA) scheduling improvements.</li> <li>● Apps downloaded for one connected profile are being shared with other local profiles.</li> <li>● Profile creation process is slow to respond.</li> <li>● Camera soft-keys are slow to respond when selecting the reverse or forward camera displays.</li> <li>● The FamCam "X" button is missing.</li> <li>● SiriusXM radio resets.</li> <li>● Radio resets.</li> <li>● The RVC zoom feature lags.</li> <li>● Voice Recognition (VR) is stuck in listening mode.</li> <li>● Android Auto® resets.</li> <li>● Android Auto® disconnects.</li> <li>● Apple® CarPlay® disconnects.</li> <li>● Missing battery voltage information.</li> <li>● Rear Seat Alert (RSA) reminder is inoperative.</li> <li>● The menu bar is missing from the display.</li> <li>● The Wi-Fi application is missing.</li> </ul>										

	<ul style="list-style-type: none"> <li>• Music playback is inoperative.</li> <li>• Invalid FOTA pop-up message displays.</li> <li>• The Assisted Call features audio is inoperative.</li> </ul>
<b>CAUSE:</b>	<b>Software improvements</b>

**REPAIR SUMMARY:**

This bulletin involves updating the R1H radio software level to T27.38.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-02-AA	Radio, Software - Create USB Jump Drive from Uconnect Website <b>(One Time Only)</b> (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-AB	Radio and Display Module if needed - Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.3 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.

**SPECIAL TOOLS/EQUIPMENT:**

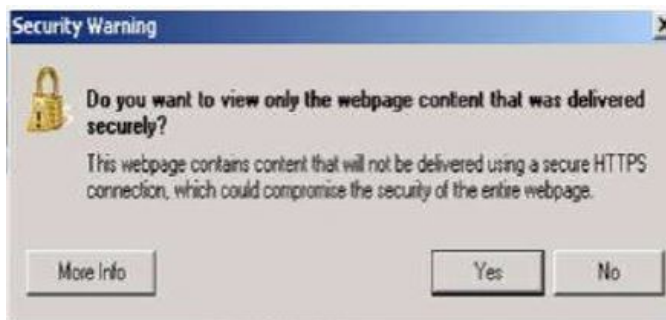
Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

**REPAIR PROCEDURE:**

**NOTE: Check and update display module software if needed before performing radio update.**

**NOTE: A USB flash drive of at least 4 GB of space is required for this update. It is also recommended to use a quality, name brand (Kingston®) flash drive over a generic USB flash drive.**

1. Check if the radio software has been updated. Go to “Vehicle Settings” then select "System Information" and look for “Radio Version”.
2. Was the radio software at or above T27.52?
  - YES >>> This bulletin does not apply.
  - NO >>> Proceed to [Step 3](#).
3. Has a **4GB** USB flash drive been created?
  - YES>>> Proceed to [Step 12](#).
  - NO>>> Proceed to [Step 4](#).
4. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.
5. If a security message appears “Do you want to view only the web page content that was delivered securely?” [Fig. 1](#). Press “No” to continue.



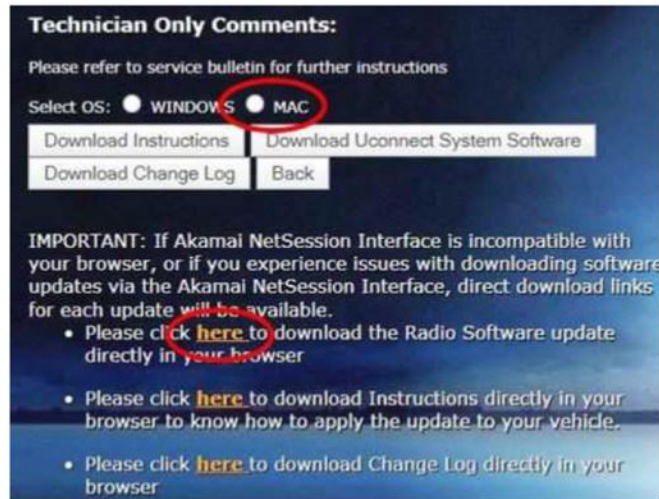
**Fig. 1**  
Pop-Up Security Message

**NOTE: If the software cannot be downloaded, make sure you have proper security access. If not, have the Service Manager or Shop Foreman download the software update.**

6. Use a blank USB flash drive with at least **4GB** of space. Follow the on-screen instructions to download the software files.

**NOTE: When downloading the software file, always select the MAC version, regardless of the computer being used.**

7. Download the software update file to your local PC's desktop. Make sure to select the “MAC” radial button for all downloads [Fig. 2](#)



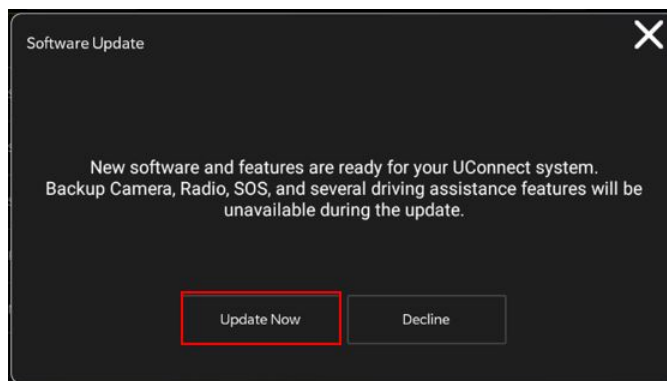
**Fig. 2**  
MAC Radial Button

8. Download the radio software from DealerConnect to a blank USB flash drive. The USB flash drive should be at least **4GB** and formatted to **NTFS**.
9. There should only be one file on the USB root directory labeled as a “.zip” folder.
10. Do not unzip the folder/file and move all contents to the root directory of the USB.
11. Once the USB flash drive have been created, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Codes.
12. Start the vehicle and insert the correct USB flash drive with new software into the USB port.

**CAUTION!**

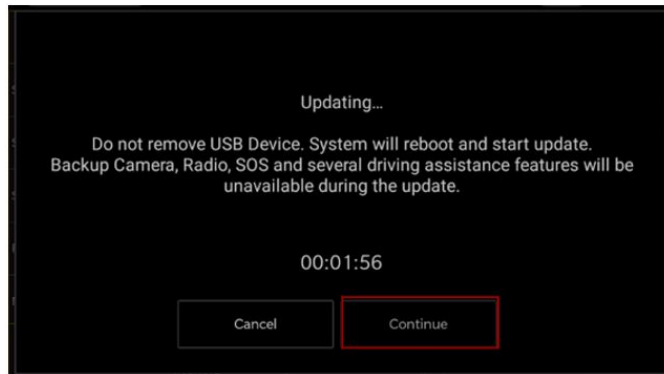
**Make sure no other device is plugged into any of the USB ports while performing this software update. If other devices are connected to USB ports during this procedure, it may cause a failure of files to be loaded which can cause the radio to need replacement.**

13. Once the system has verified there is an available update, press the “**Update Now**” button. Make sure the vehicle is in park. **Do NOT turn the ignition off until the two minute timer has expired. The ignition doesn't have to be turned off to update the radio's software** [Fig 3](#).



**Fig. 3**  
Software Update

14. Press the “Continue” on the display screen [Fig 4](#).



**Fig. 4**  
Software Updating

15. The radio will reboot and the software update will begin. The software update should only take 30 minutes [Fig 5](#).

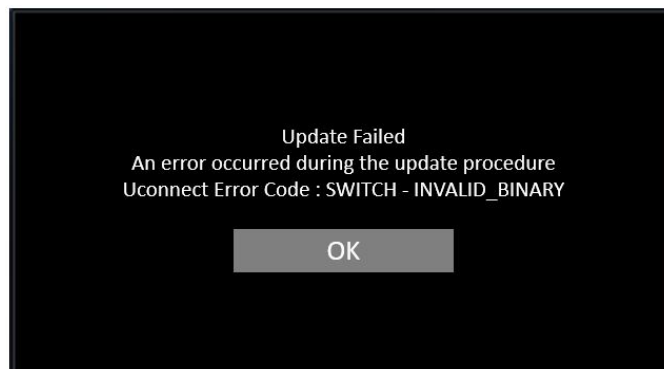
**NOTE: DO NOT turn off the vehicle when the software update is completed and told to remove the USB flash drive.**



**Fig. 5**  
Update Successful

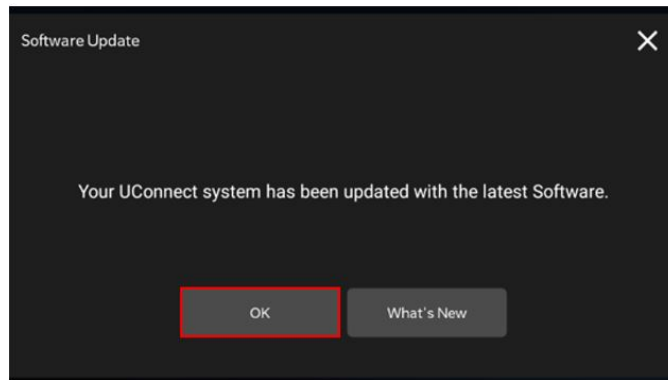
16. **DO NOT** turn off the ignition at this point. The software update is still in process. Wait until the radio restarts and the home screen is displayed. This should take around five minutes.

17. If the radio displays an error pop up “SWITCH-INVALID\_BINARY“ after successful radio update, ignore this error message and press “OK” to continue [Fig 6](#).



**Fig. 6**  
Update Failed

18. Press “OK” to continue [Fig 7](#).



**Fig. 7**  
Completed Update

19. Check if the radio software level has been updated. Go to “**Vehicle Settings**” then select “**System Information**” and look for “**Radio Version**”.

20. Was the radio updated to T27.38?

- YES >>> Proceed to [Step 21](#).
- NO >>> Perform the software update one more time. Proceed to [Step 12](#).

21. Select and run “**Perform Factory Reset**”. This can be found in the radio menu under Vehicle Settings > Reset > Perform Factory Reset.

22. Once the factory reset is completed, turn off the ignition, open and closed the drivers door and then let all modules go to sleep. Make sure the scan tool is **NOT** connected to the vehicle.

23. After all the modules have been in sleep mode for five minutes, turn the ignition back on.

24. Before clearing all DTCs, cycle the ignition OFF and back to RUN quickly (within two seconds).

25. Using the wiTECH, clear all DTCs that may have been set in any module due to reprogramming.

## **POLICY:**

Reimbursable within the provisions of the warranty.

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