

Radio Over The Air Update from T25.XX (T25.26, T25.38, T25.43, T25.47, T25.49, T25.50) and T27.XX (T27.14, T27.38, T27.46, T27.6) to U29.42 and then from U29.42 to U33.43 Software Version (FOTA)

REFERENCE:	TSB: 08-254-24 GROUP: 08 - Electrical	Date:	December 13, 2024	REVISION:	-							
VEHICLES AFFECTED:	2023 (WL) Jeep Grand Cherokee/Grand Cherokee L 2023 (W7) Jeep Grand Cherokee (India) 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 10.1" Display (ROW+DAB) (Sales Code UUN). ● Uconnect 5 Nav w 10.1" Display (JPN) (Sales Code UTN). ● Uconnect 5 Nav w 10.1" Display (KOR) (Sales Code URN). ● Uconnect 5 Nav W 10.1" Display (ROW-DAB) (Sales Code UPN). 			MARKET APPLICABILITY: <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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<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"> ● Uconnect phone improvements. ● Incorrect Navigation units shown. ● Navigation feature shows no road name with a straight road at times when not setting up a navigation route. ● Missing radio stations. ● Accessibility settings are missing. ● Incorrect phone widget. ● Radio freezes. ● The Hybrid/EV screen display is blank when the user switches to the dark mode theme. ● Hybrid/EV pages are inoperative. ● Radio display is off when starting the vehicle. The display will restore to normal operation after roughly one minute of run time. (Rearview Camera (RVC) Functions Normally). ● Radio screen is black (RVC Functions Normally). ● USB mode changes on its own. ● Remotely Operated Vehicle (ROV) Firmware Over The Air (FOTA) scheduling improvements. ● Apps downloaded for one connected profile are being shared with other local profiles. ● Profile creation process is slow to respond. ● Camera soft-keys are slow to respond when selecting the reverse or forward camera displays. ● The FamCam "X" button is missing. ● SiriusXM radio resets. ● Radio resets. ● The RVC zoom feature lags. ● Voice Recognition (VR) is stuck in listening mode. ● Android Auto® resets. ● Android Auto® disconnects. ● Apple CarPlay® disconnects. ● Missing battery voltage information. ● Rear Seat Alert (RSA) reminder is inoperative. ● The menu bar is missing from the display. ● The Wi-Fi application is missing. ● Music playback is inoperative. 											

	<ul style="list-style-type: none"> • Invalid FOTA pop-up message displays. • The Assisted Call features audio is inoperative.
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 T25.XX (T25.26, T25.38, T25.43, T25.47, T25.49, T25.50) and T27.XX (T27.14, T27.38, T27.46, T27.6) to U29.42 and then from U29.42 to U33.43.

NOTE: The national launch for the FOTA is expected to begin:

- **Australia 12/06/2024.**
- **India 12/06/2024.**
- **Japan/Korea - According to local authority approval.**

DISCUSSION:

Vehicles sold in India & Asia Pacific 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.

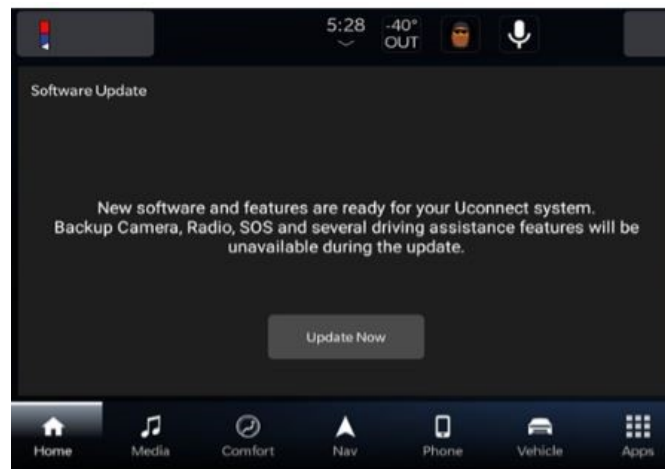


Fig. 1

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](#).

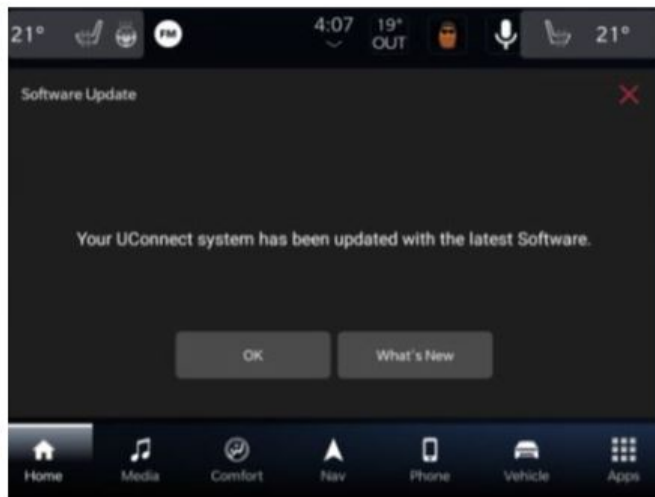


Fig. 2
Software Update Confirmation Screen

POLICY:

Information Only

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