

Technical Service Bulletin (TSB)
R1H Radio Over The Air Update U35.26
and U35.34 To U37.23 Software Version

REFERENCE:	TSB: 08-147-25 GROUP: 08 - Electrical	Date:	May 8, 2025	REVISION:	—
VEHICLES AFFECTED:	2024 - 2025 (KM) Wagoneer S This bulletin applies to vehicles built on or before May 09, 2025 (MDH 0509XX) equipped with a Global Telematics Box Module (Sales Code RDG) and one of the following radios: <ul style="list-style-type: none"> • Uconnect 5 Nav W 12.3" Display (USA) (Sales Code UBX). • Uconnect 5 Nav W 12.3" Display (CAN) (Sales Code UEX). 			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"> • Pop-up messages text cut-off "Transfer to Passenger". • Missing active call details in phone widget after swap is performed. • Missing Pop-up messages for Blind Spot related to Lane Management on/off. • Virtual wall option in menu present (should be removed). • Customer need to select Sound type in EV pages twice. • Apple Car Play icon on main screen disappears when ACP is active. 				
CAUSE:	Software improvements				

REPAIR SUMMARY:

This bulletin provides information regarding the latest 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 U35.26 and U35.34 To U37.23.

NOTE: The national launch for the FOTA is expected to begin May 02, 2025.

DISCUSSION:

Vehicles sold in North America 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.

1. The vehicle needs to be in ‘Park’ and the ignition 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 [Fig. 1](#).

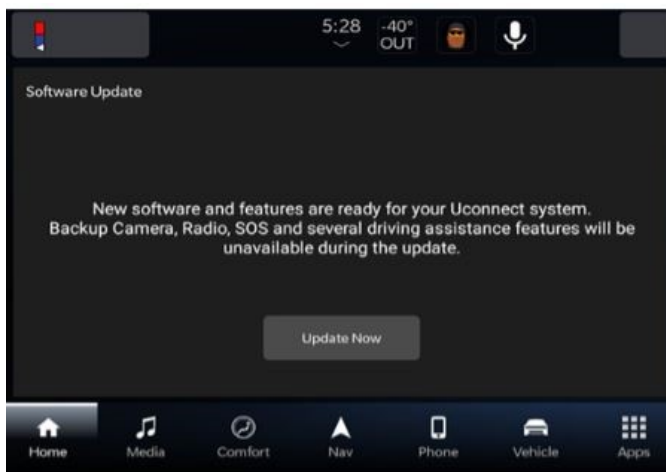


Fig. 1
Software Update Screen

NOTE: This step may take several minutes to complete.

3. Upon completion of update, the radio will display a confirmation message [Fig. 2](#).

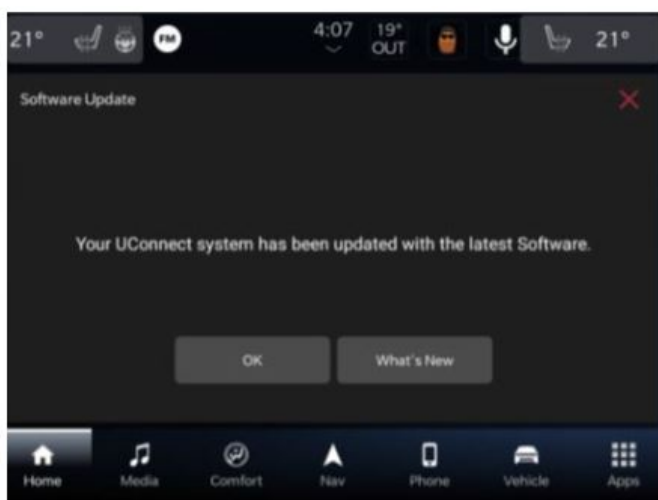


Fig. 2
Software Update Confirmation Screen

POLICY:

Information Only

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