

<b>REFERENCE:</b>	<b>TSB:</b> 08-160-25 REV. A <b>GROUP:</b> 08 - Electrical	<b>Date:</b>	July 2, 2025	<b>REVISION:</b>	08-160-25
<b>VEHICLES AFFECTED:</b>	<b>2025 (DT) RAM 1500 Pickup</b> <b>This bulletin applies to vehicles built on or <b>**before June 20, 2024 (MDH 0620XX)**</b> equipped with one of the following radios:</b> <ul style="list-style-type: none"> <li>Uconnect 5 Nav W 12.0" Disp (ROW-DAB) (Sales Code UPQ).</li> <li>Uconnect 5 NAV W 14.4" Disp (ROW-DAB) (Sales Code UPW).</li> </ul>			<b>MARKET APPLICABILITY:</b> <input type="checkbox"/> NA <input checked="" type="checkbox"/> MEA <input type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH <b>NOTE: <b>**This bulletins applies to the Middle East &amp; Africa market.**</b></b>	
<b>CUSTOMER SYMPTOM:</b>	<b>Customers may comment on the following:</b> <ul style="list-style-type: none"> <li>The vehicle has North American maps installed instead of the International maps.</li> </ul>				
<b>CAUSE:</b>	Incorrect software				

**This bulletin supersedes Technical Service Bulletin (TSB) 08-160-25, date of issue May 17, 2025, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include a corrected build date and additional Market Note.**

**This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-096, date of issue May 17, 2025. All applicable RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.**

**REPAIR SUMMARY:**

This bulletin involves inspecting the navigation map region and possibly installing International maps to the radio via USB.

**CLAIMS DATA:**

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-03-BL	Radio, Map Software - Inspect for Update (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-03-BK	Radio, Map Software - Create USB Jump Drive from Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	1.7 Hrs.
18-60-03-BM	Radio, Map Software - Inspect and Update (0 - Introduction)	6 - Electrical and Body Systems	1.2 Hrs.
Failure Code	CC	Customer Concern	

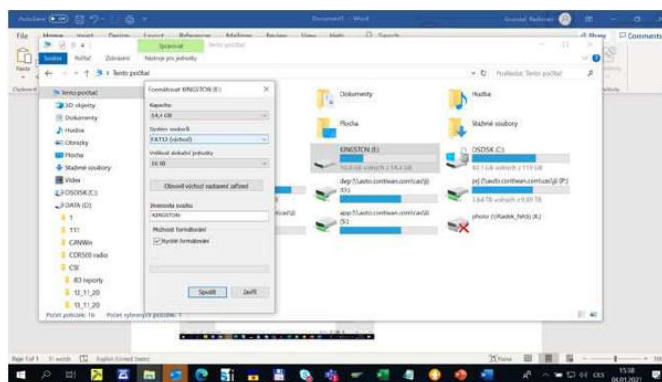
**DIAGNOSIS:**

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

**REPAIR PROCEDURE:**

**NOTE: Install a 12 volt battery charger to ensure sufficient battery voltage is provided during the update process.**

1. Turn on the radio and view the navigation map.
2. Is the navigation map for North American region?
  - YES >>> Proceed to [Step 3](#).
  - NO >>> This bulletin has been completed. Use Inspection LOP (18-60-03-BL) to close the active RSU.
3. Has a **64 GB** USB flash drive been created?
  - YES >>> Proceed to [Step 10](#).
  - NO >>> Proceed to [Step 4](#).
4. Using a web browser, go to <https://stellantis.navshop.com/#!/downloads>.
5. Select "JEEP".
6. Select "Grand Cherokee".
7. Select "Uconnect 5 Nav".
8. Select "SEARCH FOR UPDATES".
9. Select the "Download" button.
10. Download the software map file onto a USB. To download the software files to a USB flash drive, follow the onscreen instructions and perform the following [Fig. 1](#):
  - Blank USB flash drive needs to be formatted as NTFS.
  - Acquire a blank USB flash drive with at least 64 GB of space.
  - Download the software update file to your local PC's desktop.
  - Be sure to extract the file before copying it to the blank USB flash drive.
  - One blank USB flash drive will be needed for each radio updated. Additional updates can not be made on the same USB flash drive.
  - Once the file is saved to the USB flash drive, it is recommended you physically label the USB flash drive with the bulletin number and proper radio Sales Codes.



**Fig. 1**  
USB Flash Drive Formatted

**NOTE: There will be a variety of screens displayed throughout the update process, including black screens.**

11. Download extracted file to blank USB flash drive Fig. 2.

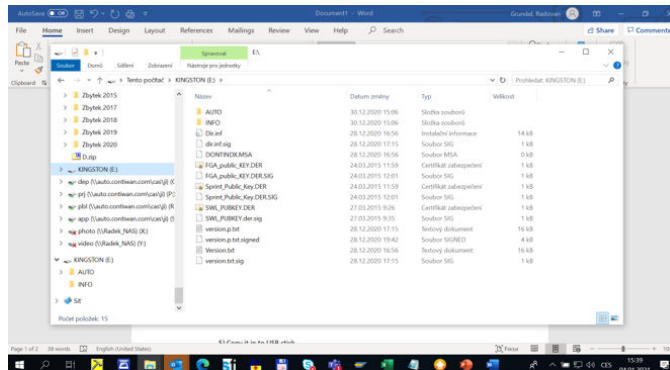


Fig. 2  
Copied Files

- 12. Set the ignition to ACC.
- 13. Turn on the radio.
- 14. Plug the flash drive into the USB port.
- 15. follow the screen prompt instructions that appear automatically on the navigator screen.

**NOTE: The system will prompt you to delete the previously installed map. Confirm and proceed with installation.**

**NOTE: The installation process will take about one hour. The radio must stay on during this time.**

16. Remove the USB flash drive from the USB port.

**POLICY:**

Reimbursable within the provisions of the warranty.

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