

REFERENCE:	TSB: 08-274-25 GROUP: 08 - Electrical	Date:	August 20, 2025	REVISION:	-
VEHICLES AFFECTED:	2023 (W7) Jeep Grand Cherokee (INDIA) This bulletin applies to vehicles equipped with a Global Telematics Box Module (Sales Code RDG) and Connectivity - Asia w/o China (Sales Code RTS).			MARKET APPLICABILITY: <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 NOTE: This bulletin applies to the India & Asia Pacific market.	
CUSTOMER SYMPTOM:	The customer may experience the following: <ul style="list-style-type: none"> • Live Traffic Updates are delayed. 				
CAUSE:	TBM Software				

REPAIR SUMMARY:

This bulletin involves reprogramming the TBM with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-20-37-9F	Module, Global Telematics Box (TBM) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	2.2 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: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Reprogram the TBM with the latest software. If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The helpdesk can be found within the Help menu.
2. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
3. Reset the Electric Power Steering (EPS). Procedure can be found in >Guided Diagnostics>ECU reset>EPS. Click Continue and follow wiTECH prompts.

POLICY:

Reimbursable within the provisions of the warranty.

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