

REFERENCE:	TSB: 08-302-25 REV. A GROUP: 08 - Electrical	Date:	October 1, 2025	REVISION:	08-302-25
VEHICLES AFFECTED:	2023 (W7) Jeep Grand Cherokee (INDIA) 2021 - 2023 (WL) Grand Cherokee / Grand Cherokee L (Australia) This bulletin applies to vehicles built equipped with one of the following radios: <ul style="list-style-type: none"> • Uconnect 5 Nav w 8.4" Display (Sales Code UPL). • Uconnect 5 Nav w 10.1" Display (Sales Code UPN). • Uconnect 5 Nav W 8.4" Display (Sales Code UUL). • Uconnect 5 Nav w 10.1" Display (Sales Code UUN). 			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:	Customers may experience one or more of the following: <ul style="list-style-type: none"> • Temperature displayed in the radio display screen and rear HVAC are mismatched. • Auto door locks are inoperable. 				
CAUSE:	Software improvements				

This bulletin supersedes Technical Service Bulletin (TSB) 08-302-25, date of issue September 12, 2025, which should be removed from your files. All revisions are highlighted with **asterisks**** and include new LOPs and new Repair Procedure Steps.**

REPAIR SUMMARY:

This bulletin involves inspecting and if required, updating the radio software level to U40.20. Depending on the radio's current software level the radio may need a one or two USB update.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
**18-60-F2-CQ	Radio, Software - Create USB Jump Drive from Uconnect Website W7 Map Update (INDIA ONLY) (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-F2-CR	Radio, Perform Map Update (INDIA ONLY) (Two Updates) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.**
18-60-F2-CI	Radio, Software - Create USB Jump Drive from Uconnect Website UPL or UPN Radio w/ U40.20	6 - Electrical and Body Systems	0.3 Hrs.

Labor Operation No:	Labor Description	Skill Category	Labor Time
	(One Time Only) (0 - Introduction)		
18-60-F2-CJ	Radio, Software - Create USB Jump Drive from Uconnect Website UUL or UUN Radio w/ U40.20 (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-F2-CK	Radio, Software - Create USB Jump Drive from Uconnect Website UUL or UUN Radio w/ U29.42 (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-F2-CL	Radio, Software - Create USB Jump Drive from Uconnect Website UPL or UPN Radio w/ U29.42 (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-F2-CM	Radio, Check Software Level and Perform Software Update UUL or UUN radio w/ U40.20 (One Update) (0 - Introduction)	6 - Electrical and Body Systems	0.7 Hrs.
18-60-F2-CN	Radio, Check Software Level and Perform Software Update UPL or UPN radio w/ U40.20 (One Update) (0 - Introduction)	6 - Electrical and Body Systems	0.7 Hrs.
18-60-F2-CO	Radio, Check Software Level and Perform Software Update UUL or UUN radio w/ U29.42 (Two Updates) (0 - Introduction)	6 - Electrical and Body Systems	0.9 Hrs.
18-60-F2-CP	Radio, Check Software Level and Perform Software Update UPL or UPN radio w/ U29.42 (Two Updates) (0 - Introduction)	6 - Electrical and Body Systems	0.9 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:**
- **A 8GB USB flash drive formatted as NTFS is required for U40.20.**
 - **A 32GB USB flash drive formatted as NTFS is required for U29.42.**
 - ****A 16GB USB flash drive formatted as NTFS is required for Map update (INDIA ONLY).****

It is also recommended to use a quality, name brand (Kingston®) flash drive over a generic USB flash drive.

1. Check radio software version. Go to "Vehicle Settings" then select "System Information" and look for "Radio Version".
2. What is the radio software level (Application Version) at?
 - U40.20 or higher >>> The radio software is already up to date. Normal diagnostics should be performed.
 - At or above U29.42 and under U40.20 >>> The radio will only need one USB flash drive to update the radio **** (two for INDIA ONLY) ****. Create a USB flash drive with U40.20 software **** (and one for map update INDIA ONLY) ****. Proceed to [Step 3](#).
 - Below U29.42 >>> The radio will need two USB flash drives to update the radio **** (three for INDIA ONLY) ****. Create two USB flash drives with U29.42 and U40.20 software **** (and one for map update INDIA ONLY) ****. **Update to U29.42 first and then U40.20 ** (then update the map INDIA ONLY) ****. Proceed to [Step 3](#).
3. Have the USB flash drives been created?
 - YES >>> Proceed to [Step 12](#).
 - NO >>> Proceed to [Step 4](#).

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.

4. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.

5. Use a blank USB flash drive with at least **8GB** of space and formatted to **NTFS** for the **U40.20** update. Use a blank USB flash drive with at least **32GB** of space and formatted to **NTFS** for the **U29.42** update. ****Use a blank USB flash drive with at least 16GB of space and formatted to NTFS for the Map update update (INDIA ONLY).**** Follow the on-screen instructions to download the software files.

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

6. Download the software update file to your local PC's desktop. Make sure to select the “MAC” radial button for all downloads [Fig. 1](#).



Fig. 1

MAC Download Steps

7. Perform the following steps to format the USB flash drive.
- Select "NTFS" format.
 - Select “Default allocation size” under Allocation Unit Size.
 - Select “Quick Format” under Format Options.
 - Click “Start”.
8. Be sure to download the file to your designated folder before transferring the zip file to the blank USB flash drive.

NOTE: A blank USB flash drive will be needed for each radio update, additional updates cannot be on the same USB flash drive.

9. Download the radio SW from the desktop to a blank USB flash drive. Use a blank USB flash drive with at least **8GB** or **32GB** ****or 16GB (INDIA ONLY)**** of space and formatted to or **NTFS**. Follow the on-screen instructions to download the software files.
10. Do not unzip the folder/file and move all contents to the root directory of the USB.
11. There should only be one file on the USB root directory labeled as a zip folder.

NOTE: 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.

NOTE: Engine should be running the entire time the radio is flashed.

NOTE: The software update screen may take up to a minute before it is displayed. If the update screen isn't displayed, cycle the ignition to “Off” then “Run” .

13. Press Update Now [Fig. 2](#).

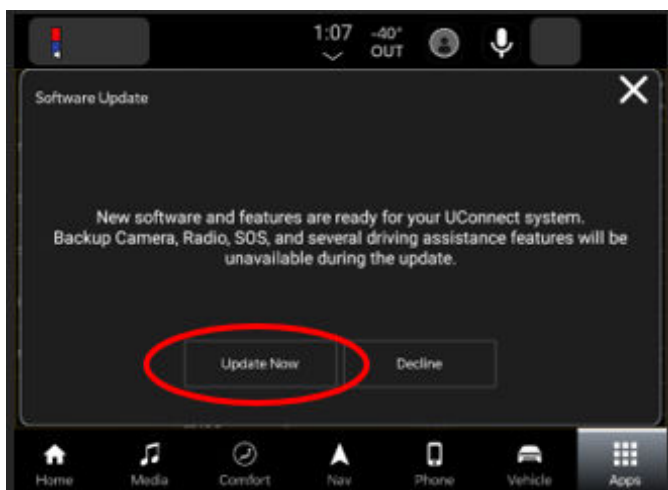


Fig. 2
Software Update Screen

14. Press Continue [Fig. 3](#).

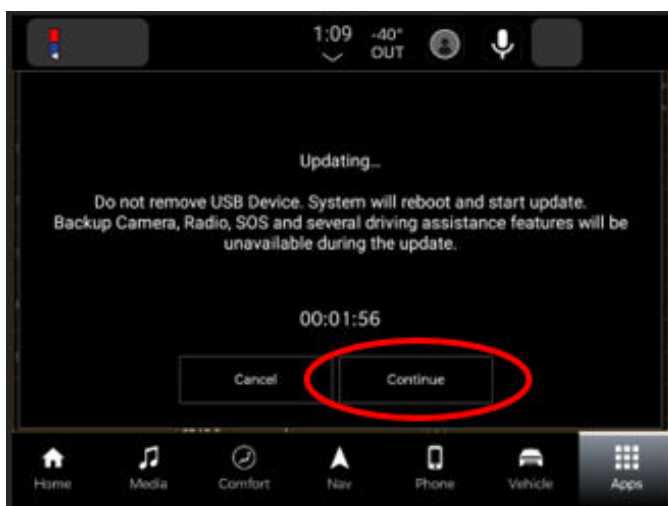


Fig. 3
Timer Screen

15. Wait for software update to complete 100% [Fig. 4](#).

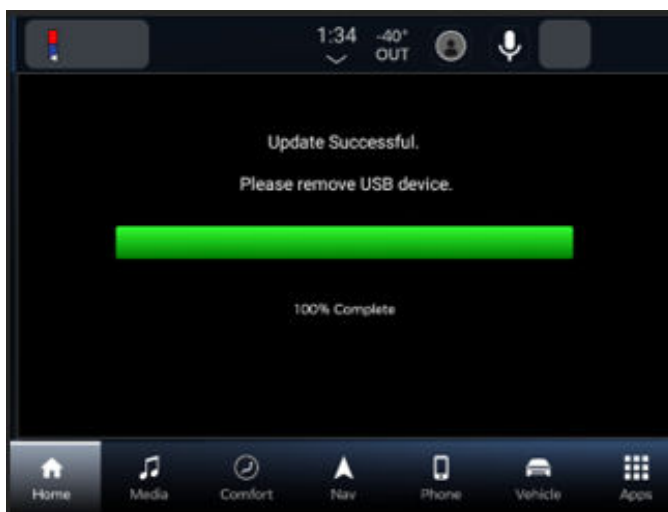


Fig. 4
Progress Screen

NOTE: System update process takes approximately five minutes. Wait until radio restarts and Home screen is displayed [Fig. 5](#).

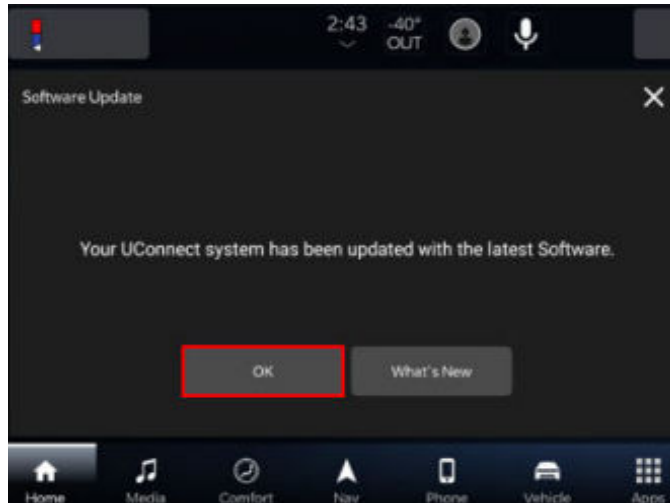


Fig. 5
Software Update Complete

- NOTE:**
- Flash time will take ~30 minutes to one hour.
 - Vehicle should be running the entire time.
 - Sometimes the radio throws an error pop up "Switch-Invalid_Binary" after successful radio update. Please ignore this error and click OK [Fig. 6](#).

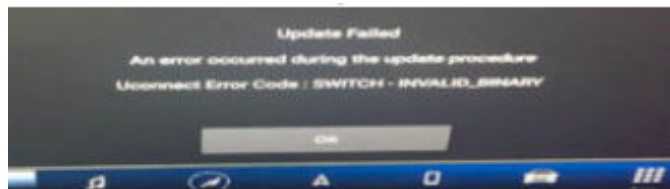


Fig. 6
Switch-Invalid_Binary Error

16. What was the radio software level after this update?

- If the software level is **U29.42** the next phase of the radio update needs to be performed. Proceed to [Step 12](#).
- If the software level is **U40.20** the radio download has been completed. Proceed to [Step 17](#). **** (INDIA ONLY: The next phase of the radio update needs to be performed. Proceed to [Step 12](#) and update the map).****

17. Go to Vehicle Setting - Reset - Perform Factory Reset. Once Factory Reset is completed, allow sleep cycle for approximately five minutes.

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

19. After Factory Reset is completed, allow a sleep cycle for five minutes.

NOTE: Suggest to customer to repeat the wireless device pairing again after deleting the existing pairing from the phone.

POLICY:

Reimbursable within the provisions of the warranty.

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