

Technical Service Bulletin (TSB)
Radio Unable To Connect To Wireless Carplay

REFERENCE:	TSB: 08-203-26 GROUP: 08 - Electrical	Date:	May 6, 2026	REVISION:	–
VEHICLES AFFECTED:	2024 - 2026 (KM) Jeep Cherokee / Wagoneer S This bulletin applies to vehicles equipped with Uconnect 5 Nav W 12.3" Display (USA) (Sales Code UBX).			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 NOTE: This bulletin applies to the North America market.	
CUSTOMER SYMPTOM:	Customers may experience the following: <ul style="list-style-type: none"> User Unable to connect to Wireless CarPlay, Icon in the Device Manager page will not appear. 				
CAUSE:	Software update				

DISCUSSION:

This Information Only bulletin contains information helpful or useful for technicians in diagnosing. This is known issue that engineering is working on with a radio update.

NOTE: The current ETA for a radio update is 3rd quarter 2026.

If a customer experiences the issue they can temporarily resolve the issue with a factory reset by navigating through the radio to: Vehicle tab → Settings → Factory Reset. Also, this can be done by turning off the radio and the vehicle, waiting two minutes or more for the bus to go to sleep, and then turning the radio back on.

POLICY:

Information Only.