

Technical Service Bulletin (TSB)

Radio U37.23 USB Software Update

REFERENCE:	TSB: 08-152-25 GROUP: 08 - Electrical	Date:	May 9, 2025	REVISION:	–
VEHICLES AFFECTED:	2024 - 2025 (KM) Jeep Wagoneer S This bulletin applies to vehicles built on or before May 09, 2025 (MDH 0509XX) equipped with one of the following radios: - Uconnect 5 Nav W 12.3" Display (USA) (Sales Code UBX). - Uconnect 5 Nav W 12.3" Display (CAN) (Sales Code UEX). - Uconnect 5 Nav W 12.3" Display (MEX) (Sales Code UFX).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH	
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: - 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 System (BSS) related to Active Lane Management (ALM) ON/OFF. - Virtual wall option erroneously available in menu. - Customer needs to select Sound type in EV pages twice. - Apple Car Play icon on main screen disappears when active. - Diagnostic Trouble Code (DTC) B15A1-00 Media Port Connection 1. EOL issues only (no customer impact). This is a stored DTC with no MIL illumination and no impact to the customer.				
CAUSE:	Radio software				

REPAIR SUMMARY:

This bulletin involves updating the radio software level from U35.26 or U35.34 to U37.23.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-F2-BW	Radio, Software - Create USB Jump Drive from Uconnect Website for U37.23 S/W (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-F2-BX	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.6 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 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: The media hub no longer uses USB Type-A ports in KM/LB models for data transfer. The new standard is USB Type-C, so the tech should be aware that new USB memory sticks will need to have a Type C port connection.

NOTE: A 4GB USB flash drive formatted as NTFS is required for this update. 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 at or above **U37.23**?
 - YES>>> This bulletin does not apply.
 - NO>>> Proceed to [Step 3](#).
3. Has a **4GB** USB flash drive been created?
 - YES>>> Proceed to [Step 12](#).
 - NO>>> Proceed to [Step 4](#).
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 **4GB** of space and formatted to **NTFS** for the **U37.23** update. 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](#).

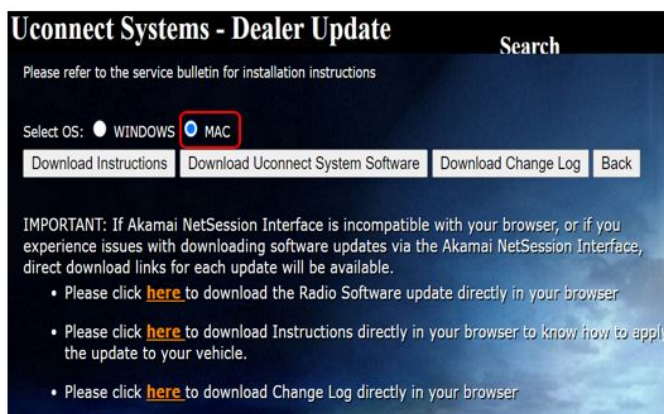


Fig. 1

MAC Download Steps

7. Perform the following steps to format the USB flash drive.
 - a. Select "NTFS or "NTFS"" format.
 - b. Select "Default allocation size" under Allocation Unit Size.
 - c. Select "Quick Format" under Format Options.
 - d. 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 **4GB** of space and formatted to **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](#).

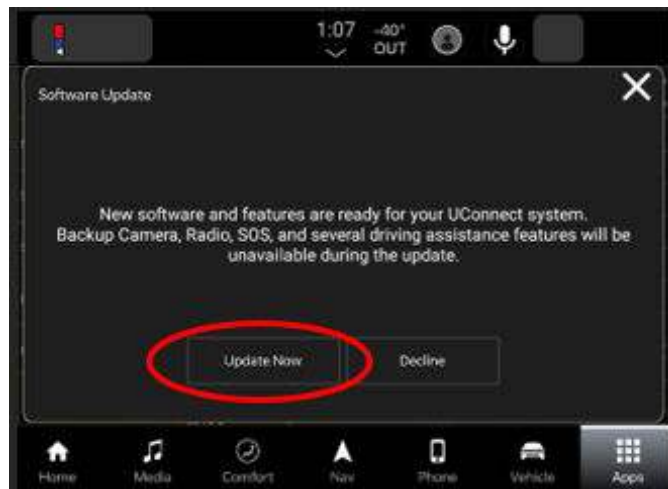


Fig. 2
Software Update Screen

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

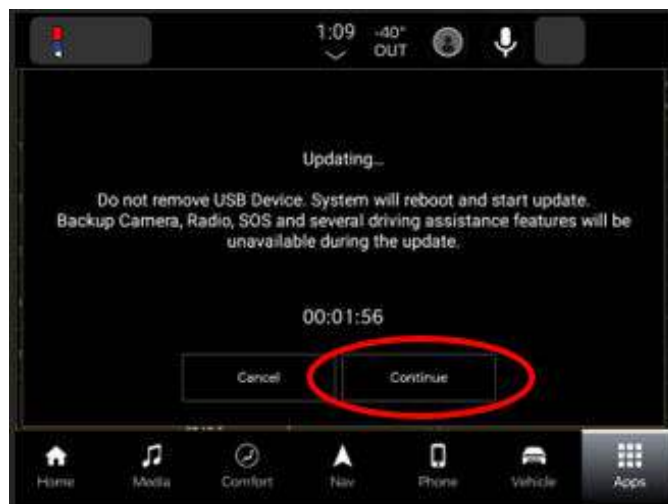


Fig. 3
Timer Screen

NOTE: Sometimes the radio throws an error pop up "Switch-Invalid_Binary" after successful radio update. Please ignore this error and click ok [Fig. 4](#).

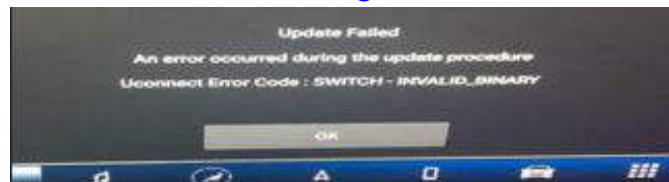


Fig. 4
Switch-Invalid_Binary Error

15. Wait for software update to complete 100% [Fig. 5](#).



Fig. 5
Progress Screen

NOTE: System update process takes approximately five minutes. Wait until radio restarts and Home screen is displayed [Fig. 6](#), [Fig. 7](#).

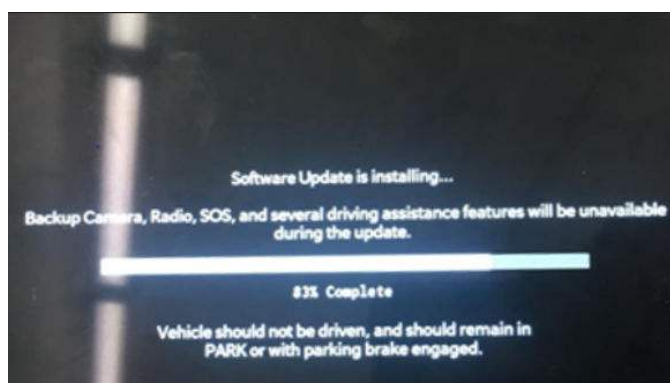


Fig. 6
Software Update Installing

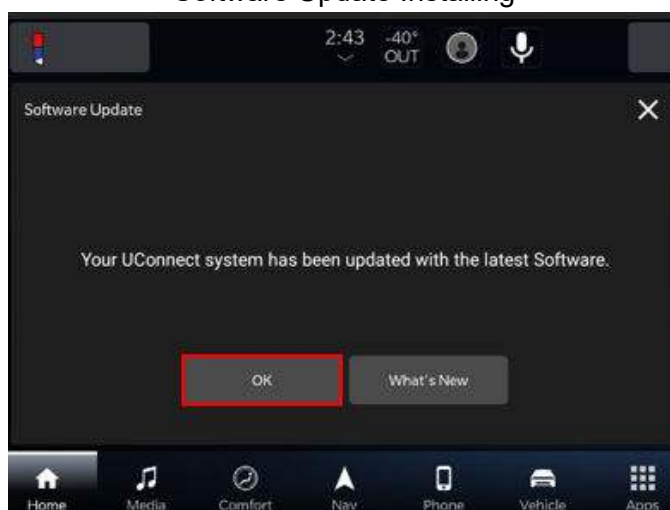


Fig. 7
Software Update Complete

NOTE: Flash time will take ~30 minutes to one hour.

NOTE: Perform this step with a 12 Volt battery charger connected and the ignition ON.

16. Check radio software version. Go to “Vehicle Settings” then select "System Information" and look for “Radio Version”.
17. Was the radio updated to U37.23?
- YES>>> Proceed to [Step 18](#).
 - NO>>> Perform the software update one more time. Proceed to [Step 12](#).
18. Using wiTECH, clear all DTCs that may have been set in any module due to reprogramming.

POLICY:

Reimbursable within the provisions of the warranty.

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