

## Technical Service Bulletin (TSB)

### Security Gateway Module (SGW) Software Update

|                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |       |                 |                                                                                                                                                                                                                                                                                                                    |   |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| REFERENCE:         | TSB: 08-335-25<br>GROUP: 08 - Electrical                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Date: | October 8, 2025 | REVISION:                                                                                                                                                                                                                                                                                                          | — |
| VEHICLES AFFECTED: | 2024 (WL) Jeep Grand Cheokee/ Grand Cherokee L                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |       |                 | <b>MARKET APPLICABILITY:</b><br><div><input checked="" type="checkbox"/> NA<input type="checkbox"/> MEA</div> <div><input type="checkbox"/> SA<input type="checkbox"/> IAP</div> <div><input type="checkbox"/> EE<input type="checkbox"/> CH</div> <b>NOTE:</b> This bulletin applies to the North America market. |   |
| CUSTOMER SYMPTOM:  | <b>The following software enhancements are available:</b> <ul style="list-style-type: none"><li>Update for Diagnostic Trouble Code (DTC) U3033 - 00 - Control module security certificate Missing/Invalid.</li></ul> <b>NOTE: This DTC will not turn on the Malfunction Indicator Light (MIL).</b> <ul style="list-style-type: none"><li>If a FOTA message appears specifically directing the customer to service OR repeated FOTA events are not being completed, then a manual flash is required for the SGW update.</li><li>SGW module is not responding to diagnostics and is showing offline.</li></ul> |       |                 |                                                                                                                                                                                                                                                                                                                    |   |
| CAUSE:             | SGW Software Flash                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |       |                 |                                                                                                                                                                                                                                                                                                                    |   |

#### REPAIR SUMMARY:

This bulletin involves flashing the SGW to the latest software level in the case that the FOTA did not function.

#### CLAIMS DATA:

| Labor Operation No: | Labor Description                                       | Skill Category                  | Labor Time |
|---------------------|---------------------------------------------------------|---------------------------------|------------|
| 18-19-F8-91         | Module, Security Gateway - Reprogram (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs.   |
| Failure Codes       | 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.

## SPECIAL TOOLS/EQUIPMENT:

| Description          | Ref. No. | Notes |
|----------------------|----------|-------|
| wiTECH or equivalent | -        | -     |

## 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.

## REPAIR PROCEDURE:

1. Reprogram the SGW 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.

## POLICY:

Reimbursable within the provisions of the warranty.

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