

Technical Service Bulletin (TSB)

Security Gateway Module (SGW) Software Update

REFERENCE:	TSB: 08-355-25 GROUP: 08 - Electrical	Date:	October 24, 2025	REVISION:	–
VEHICLES AFFECTED:	2025 (KM) Jeep Wagoneer S			MARKET APPLICABILITY: ☒ NA☒ MEA ☒ SA☒ IAP ☒ EE☐ CH NOTE: This bulletin applies to the North and South America, Enlarged Europe, Middle East & Africa and India & Asia Pacific market.	
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: - Connectivity services will not work - including WIFI setup, Alexa, live traffic etc. Level 2 Plus functionality also affected/not enabling. - SGW not responding to diagnostic and showing offline. The following software enhancements are also available: - Diagnostic Trouble Code (DTC) U3033-00 - Control Module Security Certificate Missing/Invalid and U3033-01 - Control Module Security Certificate Missing/Invalid - General Electrical Failure are both active or stored and cannot clear. This DTC will not turn on the Malfunction Indicator Light (MIL). - If a Firmware Over The Air (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.				
CAUSE:	SGW software flash				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-221, date of issue October 24, 2025. All applicable RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

REPAIR SUMMARY:

This bulletin involves inspecting and possibly 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-F8-92	Module, Security Gateway - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-19-F8-95	Module, Security Gateway - Inspect and Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
Failure Codes	RF	Required Flash	
	CC	Customer Concern	

The dealer must choose which failure code to use depending on if this is a Rapid Service Update (RSU) or Technical Service Bulletin.

- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RSU.
- The failure code “RF” (Required Flash) can no longer be used on Technical Service Bulletin flashes. The “RF” failure code must be used on an RSU.
- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Technical Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C’s must be supplied.

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 a customers VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Repair Procedure.

REPAIR PROCEDURE:

1. Is the vehicle on the RSU VIN list?
 - YES>>> Proceed to [Step 2](#).
 - NO>>> Proceed to [Step 3](#).

2. Is the SGW software updated to the latest level?
 - YES>>> This bulletin is complete. Use Inspect LOP (18-19-F8-92) to close this active RSU.
 - NO>>> Proceed to [Step 3](#).
3. 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.
4. 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.

NOTE: For SA market only, after applying this TSB, it is not necessary to send DID-I or DID-A.

POLICY:

Reimbursable within the provisions of the warranty.

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