

Technical Service Bulletin (TSB)

Security Gateway Module (SGW) Software Update

REFERENCE:	TSB: 08-344-25 REV. A GROUP: 08 - Electrical	Date:	November 21, 2025	REVISION:	08-344-25
VEHICLES AFFECTED:	2024 (WS) Wagoneer / Grand Wagoneer			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to North America markets.	
CUSTOMER SYMPTOM:	The following software enhancements are available: - Update for Diagnostic Trouble Code (DTC) U3033-00 - Control Module Security Certificate Missing/Invalid. NOTE: This DTC will not turn on the Malfunction Indicator Light (MIL) but is active or stored and cannot clear. - 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. - SGW is not responding to diagnostics and showing offline.				
CAUSE:	SGW software				

This bulletin supersedes Technical Service Bulletin (TSB) 08-344-25, date of issue October 15, 2025, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include converting the bulletin to an RSU, removal of build dates not highlighted with asterisks, updated Repair Summary, Claims Data table, Diagnosis, LOPs, updated Claims Data tables, and additional Repair Procedure steps.

****This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-240, date of issue November 21, 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
**18-19-17-Z1	Inspect Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-17-Z2	Inspect and Reprogram Module (0 - Introduction)	6 - Electrical and Body Systems	0.1 Hrs.
Failure Code	RF	Required Flash - RSU	
	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.

IMPORTANT! This bulletin is part of a multiple module bundle service action, utilizing a new LOP claim structure. The Primary LOP can only be claimed once per Repair Order. Each bulletin Related LOP will then be able to be claimed for performing each module update.

RELATED LOP:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-17-56	Reprogram Security Gateway Module (SGW) (0 - Introduction)	6 - Electrical and Body Systems	0.1 Hrs.**

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 customer's 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 list?**
 - YES >>> [Step 2](#).
 - NO >>> Proceed to [Step 3](#).
2. Does the SGW have the latest software already installed?
 - YES >>> This bulletin has been completed, use Inspect LOP (18-19-17-Z1) to close this active RSU.
 - NO >>> Proceed to [Step 3](#).******
3. 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.
4. 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.

POLICY:

Reimbursable within the provisions of the warranty.

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