

## Technical Service Bulletin (TSB)

### Security Gateway Module (SGW) Software Update

|                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |       |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                           |   |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| REFERENCE:         | TSB: 08-377-25<br>GROUP: 08 - Electrical                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Date: | November 21, 2025 | REVISION:                                                                                                                                                                                                                                                                                                                                                                                                                                 | — |
| VEHICLES AFFECTED: | 2025 (WS) Jeep Grand Cheokee/ Grand Cherokee L                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |       |                   | <b>MARKET APPLICABILITY:</b><br><div><input checked="" type="checkbox"/> NA<input checked="" type="checkbox"/> MEA</div> <div><input checked="" type="checkbox"/> SA<input checked="" type="checkbox"/> IAP</div> <div><input checked="" type="checkbox"/> EE<input type="checkbox"/> CH</div> <b>NOTE:</b> This bulletin applies to the North and South America, Enlarged Europe, Middle East & Africa and India & Asia Pacific markets. |   |
| 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.<br/><b>NOTE: This DTC will not turn on the Malfunction Indicator Light (MIL) but is active or stored and cannot clear.</b></li><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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |       |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                           |   |

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-236, 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 updating 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<br>(0 - Introduction)          | 6 - Electrical and Body<br>Systems | 0.2 Hrs.   |
| 18-19-17-Z2         | Inspect and Reprogram<br>Module<br>(0 - Introduction) | 6 - Electrical and Body<br>Systems | 0.1 Hrs.   |
| Failure Code        | RF                                                    | Required Flash - RSU               |            |
|                     | CC                                                    | Customer Concern                   |            |

**NOTE: For EE and MEA markets only, enter the RSU spending channel for the first 18 months from the date of issue, then apply the W24.**

**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<br>Gateway Module (SGW)<br>(0 - Introduction) | 6 - Electrical and Body<br>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 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 (18-19-17-Z1) 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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