

Technical Service Bulletin (TSB)

Uconnect R1H Radio Software Update

REFERENCE:	TSB: 08-142-23 REV. A GROUP: 08 - Electrical	Date:	November 15, 2023	REVISION:	08-142-23
VEHICLES AFFECTED:	2022 (WS) Grand Wagoneer/Wagoneer This bulletin applies to vehicles built equipped with one of the following radios: - Uconnect 5 NAV W 10.1" Display (SalesCodes UBN or UEN). - Uconnect 5 NAV W 12" Display (Sales Codes UBQ or UEQ).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH	
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: - Amplifier module sets Diagnostic Trouble Code (DTC) U0485 - Implausible Data Received Set. - Radio reset (Rearview camera functions normally). - Voice Recognition (VR) inoperable. - Wireless CarPlay® inoperable. - Audio sources inoperable. - Display switches to Nav on VR prompt. - Vehicle Positioning (Lat/Long) inoperable. - Surround View Camera inoperable (Rearview camera functions normally). - Unable to exit FamCam. - Audio Repetition inoperable. - Electric vehicle pages inoperable. - Translated text is incorrect. - Profile avatar changes in Valet Mode. - Display does not return to idle mode after call. - Dynamic rear view camera guidelines inoperable. - FOTA popup won't dismiss. - Ambient Lights Setting inoperable. - Call Status on after all ended Favorites available in valet mode. - SXM™ Favorites inoperable. - Tutorial App inoperable. - Audio Repetition stops during incoming calls. - Unable to connect second device. - Unable to exit Seat Comfort popup. - Call does not end on the Instrument Panel Cluster (IPC). - Seat Comfort graphic incorrect. - Headphone button for front passenger display inoperable. - Schedule update inoperable. - USB media source inoperable on front passenger display. - SXM™ inoperable. - Wireless Android Auto® inoperable. - Media sources duplicated. - Audio unmuted at door close. - Radio freeze (Rearview camera functions normally). - Radio input lagging.				

	• Navigation active with no active route. • Scheduled cabin cooling inoperable. • Incorrect phone repetition displayed. • Navigation routing inoperable. • Unable to exit electric vehicle Pages. • Comfort softkeys incorrect. • Comfort graphic overlap. • Unable to change audio sources. • Audio sources unavailable after profile switch. • No incoming call popup on Uconnect phone. • FamCam image in black and white. • SOS call status banner remains after call ended. • Press and hold inoperable on comfort temperature slider. • Setting preferences will not return to default. • Display input lagging after CarPlay® is connected. • Changed to unselected audio source. • Setting preferences not saved on correct profile. • Translation error in Portuguese. • Memory seats not saved on correct profile. • Audio loss. • Incorrect keyboard in Japanese. • SXM™ channel art incorrect. • Rear Seat Entertainment (RSE) audio overlap. • European Media Source (DAB) available on North America vehicles. • Black screen (Rearview camera functions normally). • Unable to delete profile. • Assist call inoperable. • Unable to navigate menu with ongoing SOS call. • Compass inop, does not update direction.
CAUSE:	Radio Software

This bulletin supersedes Technical Service Bulletin (TSB) 08-142-23 REV. A, date of issue June 10, 2023, which should be removed from your files. All revisions are highlighted with **asterisks**** and include an updated Discussion section.**

REPAIR SUMMARY:

This bulletin provides information regarding the latest Firmware Over The Air (FOTA) update and provides the service technician an overview of the steps a customer will need to take to complete the update. The radio software will be updated from S26.18 to T25.50.

NOTE: The national launch for the FOTA is expected to begin July 5, 2023.

DISCUSSION:

****The FOTA Campaign has been put on hold until further notice.****

POLICY:

Reimbursable within the provisions of the warranty.

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