

REFERENCE:	TSB: 08-014-24 GROUP: 08 - Electrical	Date:	January 10, 2024	REVISION:	08-160-23
VEHICLES AFFECTED:	2022 (WL) Jeep Grand Cherokee 2022 (WS) Grand Wagoneer/Wagoneer This bulletin applies to vehicles equipped with one of the following radios: - Uconnect 5 NAV W 12" Display (Sales Codes UFQ, UBQ, UEQ). - Uconnect 5 NAV W 10.1" Display (Sales Codes UFN, UBN, UEN). - Uconnect 5 W 8.4" Display (Sales Codes UFF, UEF, UBF). - Uconnect 5 Nav W 8.4" Display (Sales Codes UFL, UBL, UEL).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH	
CUSTOMER SYMPTOM:	The customer may describe one or more of the following: - Battery Drain. - U0485-00 Implausible Data Received From Radio. - Native Voice Recognition (VR) session does not open with wake-up word or steering wheel button. - USB playback inoperative. - Wireless connectivity media playback inoperative. - Radio resets. - VR inoperative. - Call does not end on the cluster. - Seat comfort graphic incorrect. - Wireless and Wired CarPlay® inoperative. - Vehicle positioning (Lat/Long) inoperative. - Audio sources inoperative. - Profile avatar changes in valet mode. - Electric Vehicle (EV) pages inoperative. - Scheduled cabin cooling inoperative. - Rear seat entertainment audio overlap. - Black Screen (Rear view camera will still function normally). - Unable to connect second wireless connectivity device. - Assist call inoperative. - Comfort graphic overlap. - Translated text is incorrect. - Comfort softkeys incorrect. - Unable to exit seat comfort pop-up (Rear view camera will still function normally). - Compass inoperative. - Wireless connectivity disconnect. - Display does not return to idle mode after call. - Radio slow response. - SXM® favorites inoperative. - Display switches to Nav on VR prompt. - Tutorial App inoperative. - Unable to exit EV pages (Rear view camera will still function normally).				

**CUSTOMER
SYMPTOM:**

- Dynamic RVC guidelines inoperative.
- Unable to switch audio sources.
- European media source (DAB) available on North America vehicles.
- Wired CarPlay® inoperative.
- Audio sources unavailable after profile switch.
- Audio repetition stops during incoming calls.
- Schedule update inoperative.
- Radio screen freezes (**Rear view camera will still function normally**).
- Audio unmuted at door close.
- Audio loss.
- Setting preferences will not return to default.
- Surround view camera inoperative(**Rear view camera will still function normally**).
- FamCam image in black and white.
- Setting preferences not saved on correct profile.
- Favorites available in valet mode.
- SOS call status banner remains after call ended.
- FOTA pop-up won't dismiss (**Rear view camera will still function normally**).
- SXM® channel art incorrect.
- Headphone button for front passenger display inoperative.
- SXM® inoperative.
- Incorrect keyboard in Japanese.
- Translation error in Portuguese.
- Incorrect phone repetition displayed.
- Unable to change audio sources.
- Media sources duplicated.
- Unable to delete profile.
- Memory seats not saved on correct profile.
- Unable to exit FAMCAM (**Rear view camera will still function normally**).
- Navigation active with no active route.
- Unable to navigate menu with ongoing SOS call.
- Navigation resets.
- USB media source inoperative on front passenger display.
- Navigation routing inoperative.
- Audio repetition inoperative.
- No incoming call popup on Uconnect phone.
- Wireless Android Auto inoperative.
- Ambient lights setting inoperative.
- Press and Hold inoperative on comfort temperature slider.
- Audio buzz.
- Black screen after clicking "accept" at start up. (**Rear view camera will still function normally**).
- CarPlay® icon does not appear in device manager.
- SXM® inoperative.
- Audio Mute.
- Passenger screen blank.
- Passenger screen apps missing.
- Missing profiles icon.
- IPC displays incorrect audio source.
- Radio is slow to respond.
- Trailer Tire Pressure configurations deleted.

CUSTOMER SYMPTOM:	• Steering Wheel Controls skipping SXM® channels. • Recent Calls not displayed. • Phone audio playing with ignition is off. • Icon size/layout improvements. • SXM® radio shows one station on screen but is playing a different station. • Navigation inoperative. • Black or blank radio screen (Rear view camera will still function normally). • Radio lockup (Rear view camera will still function normally). • No Verbal warnings on navigation. • Surround sound inoperative. • Blu-ray® DVD unavailable. • Listen in/Mirror feature inoperative. • Audio Overlap between sources. • Radio does not recognize the vehicle is in park. No keyboard pop up, vehicles setting are hidden. • Radio presets are not saving. • Audio mute on calls (Phone, SOS and Ecall). • Audio disruptions. • Wireless connectivity disconnecting. • Audio distortion (hissing, water sprinkler, or salt shaker noise) (WL Only). This software updates also has radio enhancements: • CarPlay®/Andriod Auto® Improvements. • Uconnect Phone improvements. • FOTA improvements. • Passenger screen camera app improvements. • Voice recognition command improvements.
CAUSE:	Radio software.

This bulletin supersedes Technical Service Bulletin (TSB) 08-160-23, date of issue June 30, 2023, which should be removed from your files. All revisions are highlighted with **asterisks**** and includes an updated Discussion Section.**

REPAIR SUMMARY:

This bulletin involves inspecting the software level and updating the software to T25.50.

DISCUSSION:

****This service action is on hold until further notice.****

POLICY:

Reimbursable within the provisions of the warranty.

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