

## Technical Service Bulletin (TSB)

### Flash: Radio Frequency Hub Module (RFHM) Updates

|                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |       |                   |                                                                                                                                                                                                                                                                              |                  |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| REFERENCE:         | TSB: 08-169-24 REV. C<br>GROUP: 08 - Electrical                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Date: | December 14, 2024 | REVISION:                                                                                                                                                                                                                                                                    | 08-169-24 REV. B |
| VEHICLES AFFECTED: | 2024 (WL) Jeep Grand Cherokee / Grand Cherokee L<br>This bulletin applies to vehicles built on or before May 13, 2024 (MDH 0513XX).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |       |                   | MARKET APPLICABILITY:<br><div><input checked="" type="checkbox"/> NA<input checked="" type="checkbox"/> MEA</div> <div><input checked="" type="checkbox"/> SA<input type="checkbox"/> IAP</div> <div><input checked="" type="checkbox"/> EE<input type="checkbox"/> CH</div> |                  |
| CUSTOMER SYMPTOM:  | <b>**Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set one or more of the following Diagnostic Trouble Codes (DTCs):**</b> <ul style="list-style-type: none"><li>● B1A10-00 - RKE FOB 1 Battery Low.</li><li>● B1A11-00 - RKE FOB 2 Battery Low.</li><li>● B23D7-14 - Gated Park Control - Circuit Short To Ground Or Open.</li></ul> <b>Customers may also experience one or more of the following:</b> <ul style="list-style-type: none"><li>● Vehicle won't start unless the fob is pressed to KIN.</li><li>● Key fob not detected when inside vehicle.</li><li>● Passive Entry (PE) intermittently inoperative.</li><li>● Keyless Ignition Node (KIN) unresponsive.</li><li>● Welcome feature does not activate at times.</li></ul> |       |                   |                                                                                                                                                                                                                                                                              |                  |
| CAUSE:             | RFHM software                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |       |                   |                                                                                                                                                                                                                                                                              |                  |

This bulletin supersedes Technical Service Bulletin (TSB) 08-169-24 REV. B, date of issue December 03, 2024, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include an updated Customer Symptom statement and Repair Procedure steps.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 24-106, date of issue July 23, 2024. 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 updating the RFHM module with the latest available software.

**CLAIMS DATA:**

| Labor Operation No: | Labor Description                                                                                      | Skill Category                  | Labor Time |
|---------------------|--------------------------------------------------------------------------------------------------------|---------------------------------|------------|
| 18-19-12-AT         | Module, Radio Frequency Hub (RFHM) - Inspect (0 - Introduction)                                        | 6 - Electrical and Body Systems | 0.2 Hrs.   |
| 18-19-12-AU         | Module, Radio Frequency Hub (RFHM) - Inspect and Reprogram (0 - Introduction)                          | 6 - Electrical and Body Systems | 0.3 Hrs.   |
| 18-19-12-AV         | Module, Radio Frequency Hub (RFHM) - Inspect and Reprogram <b>Multiple Attempts</b> (0 - Introduction) | 6 - Electrical and Body Systems | 0.4 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.

**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:

### WARNING!

First time flash attempts **MUST** always use the part number flash file first. Using the recovery file first will cause the RFHM to need to be replaced.

**NOTE:** A pop up message will display when using the wiTECH indicating that there are multiple flash files for this vehicle's RFHM. There will be one file for part number and this part number file will also have an associated recovery file.

**NOTE:** If the initial flash fails, attempt the part number flash file once again. If there are multiple flash failures at 32%, then use the recovery file provided.

**NOTE:** The RFHM should never be replaced for this issue. The RFHM can be updated using one or both files provided when used in the proper order.

**NOTE:** Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

**NOTE:** If this flash process is interrupted/aborted, the flash should be restarted.

1. Inspect the RFHM software level.
2. Does the RFHM have the latest software level?
  - YES >>> This bulletin has been completed, use Inspect LOP (18-19-12-AT) to close this active RSU.
  - NO >>> **\*\*Reprogram the RFHM with the latest available software.\*\***
3. Did the RFHM reprogram successfully?
  - YES >>> Proceed to [Step 8](#).
  - NO >>> Proceed to [Step 4](#).
4. Did the flash programming **fail at 32%**?
  - YES >>> Proceed to [Step 7](#).
  - NO >>> Proceed to [Step 5](#).
5. **\*\*Reattempt to reprogram the RFHM with the latest available software.\*\***
6. Did the RFHM reprogram successfully?
  - YES >>> Proceed to [Step 8](#).
  - NO >>> Proceed to [Step 7](#).
7. **\*\*Reprogram the RFHM with the **recovery software file**.\*\***
8. 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.

## POLICY:

Reimbursable within the provisions of the warranty.\*\*

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