

Technical Service Bulletin (TSB)
R1H Radio U41.10 USB Software Update

REFERENCE:	TSB: 08-221-26 REV. A GROUP: 08 - Electrical	Date:	June 3, 2026	REVISION:	08-221-26
VEHICLES AFFECTED:	2021 - 2025 (WL) Jeep Grand Cherokee / Grand Cherokee L 2022 - 2025 (WS) Grand Wagoneer / Wagoneer This bulletin applies to vehicles equipped with one of the following radios: • Uconnect 5 w 8.4" Display (USA) (Sales Code UBF). • Uconnect 5 w 8.4" Display (CAN) (Sales Code UEF). • Uconnect 5 Nav w 8.4" Display (USA) (Sales Code UBL). • Uconnect 5 Nav w 8.4" Display (CAN) (Sales Code UEL). • Uconnect 5 Nav w 10.1" Display (USA) (Sales Code UBN). • Uconnect 5 Nav w 10.1" Display (CAN) (Sales Code UEN). • Uconnect 5 Nav w 12.0" Display (USA) (Sales Code UBQ). • Uconnect 5 Nav w 12.0" Display (CAN) (Sales Code UEQ). • Uconnect 5 w 8.4" Display (MEX) (Sales Code UFF). • Uconnect 5 Nav w 8.4" Display (MEX) (Sales Code UFL). • Uconnect 5 Nav w 10.1" Display (MEX) (Sales Code UFN). • Uconnect 5 Nav w 12.0" Display (MEX) (Sales Code UFQ).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to the North America market.	
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: • FCW OFF light ON with no DTCs and can't turn off. • Blank screen and then reboot every 2 minutes and 40 seconds. (Rearview Camera Functions Normally). • Paddle shifters not working/no longer a setting. • Autolocks not working. • Auto headlights not working. • AM station not working (Appears some of the vehicles PROXI defaults to "1" which is absent for AM). • Album Art flickering issue. • Blank screen and then reboot every 2 minutes and 40 seconds. • CarPlay icon disappears from main screen while still active, leaving no navigation path back. • Light/dark theme mismatch between Radio and temperature screens at key-on Radio experiences lockups, resets, blank screens, and language issues after FOTA. • Valet mode sends duplicate requests causing HU and vehicle state misalignment. • Rear seat media page intermittently shows a blank screen. • Unable to select or drag 'Pitch and Roll' widget on home screen. • USB playback resumes incorrectly, skipping to next track after reconnect. • Album art not displayed on HMI despite availability in media. • Incorrect call timer displayed for conference calls. • Call status remains 'active' on widget after call ends. • Second call status not updated on home screen widget. • Rear entertainment tab intermittently blank when switching apps. • System crashes for 20 to 30 seconds after voice reply action. • Media progress bar continues incorrectly after second call acceptance. • CarPlay device fails to reconnect automatically or manually. • Rear HVAC lock/unlock text missing while icon is present.				

	• Visual glitch observed on Front Passenger Display Module (FPDM) display. • Surround view camera accessible while driving across apps (unexpected behavior). • IPC navigation map fails to load despite radio showing navigation. • Head Up Display (HUD) layout resets after overnight sleep cycle. • ParkSense triggers unintended surround camera activation. • HUD settings not retained after ignition cycle. • Audio focus stuck on VR; selected message not read. • Preset bar appears blank after overnight sleep cycle. • FM channel switches unexpectedly and reverts after delay. • Massage activation causes HU black screen/media disruption. • Non-applicable ambient lighting setting visible in vehicle menu. • Navigation screen appears black after system startup. • Track name flickers on status bar during CarPlay playback. • HU toggles between Home and Media screens without user input. • Phantom touch causes navigation to switch from full screen to split view. • HU redirects to CarPlay tab when exiting camera unexpectedly. • Unable to select the Turn by Turn Navigation. • Blank Performance Pages (Rearview Camera Functions Normally). • Android Auto® Voice Recognition (VR) inoperative. • Media tuner delayed. • Charge Schedule not accepting updates via phone (Rearview Camera Functions Normally). • Ambient light inoperative. • Map in Instrument Panel Cluster (IPC) inoperative. • Media Widget blank. • Navigation map black. • Off-Road Pages inoperative (Rearview Camera Functions Normally). • VR inoperative. • Incorrect song title displayed (Carplay® only). • Radio display switches from Media Page to Home Page (Rearview Camera Functions Normally). • Ghost touch on Navigation screen (Rearview Camera Functions Normally). • Widgets missing. • New User Profile does not load. • Returns to wrong page after view camera event selected by customer in the Camera View Pages (Rearview Camera Functions Normally).
CAUSE:	Software improvements

This bulletin supersedes Technical Service Bulletin (TSB) 08-221-26, date of issue May 21 2025, which should be removed from your files. All revisions are highlighted with asterisks and include corrected Repair Procedure step text.

REPAIR SUMMARY:

This bulletin involves inspecting and if required, updating the radio software level to U41.10. Depending on the radio's current software level the radio may need a one or two USB update.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-F2-D5	Radio, Software - Create USB Jump Drive from Uconnect Website U29.42 (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	1.8 Hrs.
18-60-F2-D6	Radio, Software - Create USB Jump Drive from Uconnect Website U41.10 (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-F2-D7	Radio, Check Software Level and Perform Software Update (ONE STEP) U41.10 s/w (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
18-60-F2-D8	Radio, Check Software Level and Perform Software Update (TWO STEP) U29.42 and U41.10 s/w (0 - Introduction)	6 - Electrical and Body Systems	2.0 Hrs.
Failure Code	CC	Customer Concern	

The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM identified in the Technical Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

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 Diagnostic Trouble Codes (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 the customer describes any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

NOTE: A 4 GB USB flash drive formatted as NTFS is required for U29.42 and a 4GB one for U41.10. for this update. It is also recommended to use a quality, name brand (Kingston®) flash drive over a generic USB flash drive.

1. Check radio software version. Go to “Vehicle Settings” then select “System Information” and look for “Radio Version”.
2. What is the radio software level (Application Version) at?
 - U41.10 or higher>>> The radio software is already up to date. Normal diagnostics should be performed.
 - At or above U29.42 and under U41.10>>> The radio will only need one USB flash drive to update the radio. Create a USB flash drive with U41.10 software. Proceed to [Step 3](#).
 - Under U29.42>>> The radio will need two USB flash drives to update the radio. Proceed to [Step 3](#).
 - Under 23.13>>> This bulletin does not apply. Normal diagnosis should be performed.

NOTE: Before and after any single phase of update is MANDATORY to take a Vehicle Scan Report by wiTECH. Scan reports can be requested during warranty claim assessment; failing to show them can result in refusing to pay the warranty claim.

3. Using wiTECH create a Vehicle Scan Report and save a copy to the work order.
4. Have one or two USB flash drives been created?
 - YES>>> Proceed to [Step 13](#).
 - NO>>> Proceed to [Step 5](#).

NOTE: If the software cannot be downloaded, make sure you have proper security access. If not, have the Service Manager or Shop Foreman download the software update.

5. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.

NOTE: If 2-step update is required, please always download and flash the U29.42 software first. After U29.42 is installed successfully, flash U41.10 software.

6. Use a blank USB flash drive with at least **20GB** of space and formatted to ****NTSF**** for U29.42 and at least a **4GB** one for U41.10. Follow the on-screen instructions to download the software files.

NOTE: When downloading the software file from the Uconnect site, always select the MAC version, regardless of the computer being used.

- [illegible]

8. Perform the following steps to format the USB flash drive.
 - a. Select **“NTSF”** format.
 - b. Select “Default allocation size” under Allocation Unit Size.
 - c. Select “Quick Format” under Format Options.
 - d. Click “Start”.
9. Be sure to download the file to your designated folder before transferring the zip file to the blank USB flash drive.

10. Download the radio SW from DealerConnect to a blank USB flash drive. Use a blank USB flash drive with at least **20GB** of space and formatted to **NTFS** for U29.42 and a **4GB** one for U41.10. Follow the on-screen instructions to download the software files.
11. Do not unzip the folder/file and move all contents to the root directory of the USB.
12. There should only be one file on the USB root directory labeled as a zip folder.

13. Start the vehicle and insert the correct USB flash drive with new software into the USB port. (If a 2-step update is needed, Step 1 - U29.42 and Step 2 - U41.10).

NOTE: Engine should be running the entire time the radio is flashed.

NOTE: The software update screen may take up to a minute before it is displayed. If the update screen isn't displayed, cycle the ignition to "Off" then "Run".

14. Press Update Now [Fig. 2](#).

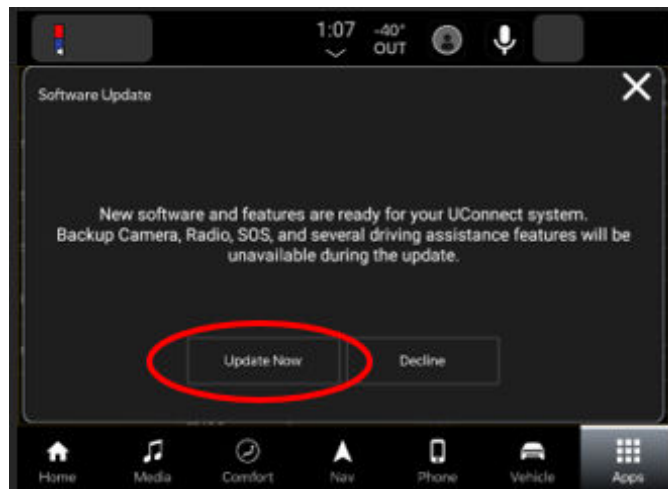


Fig. 2
Software Update Screen

15. Press Continue [Fig. 3](#).

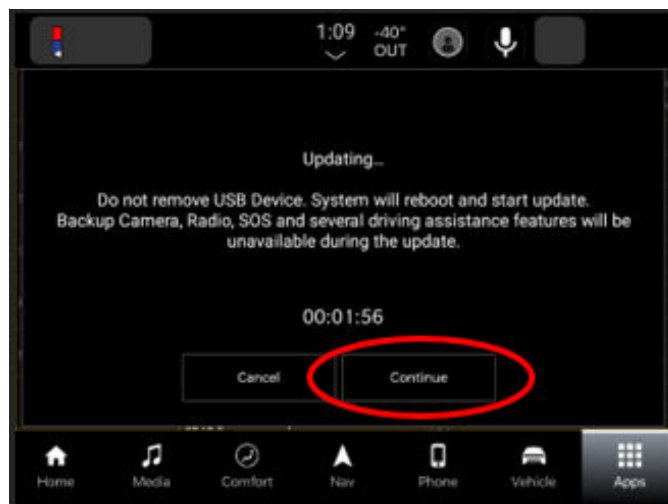


Fig. 3
Timer Screen

16. Wait for software update to complete 100% [Fig. 4](#).

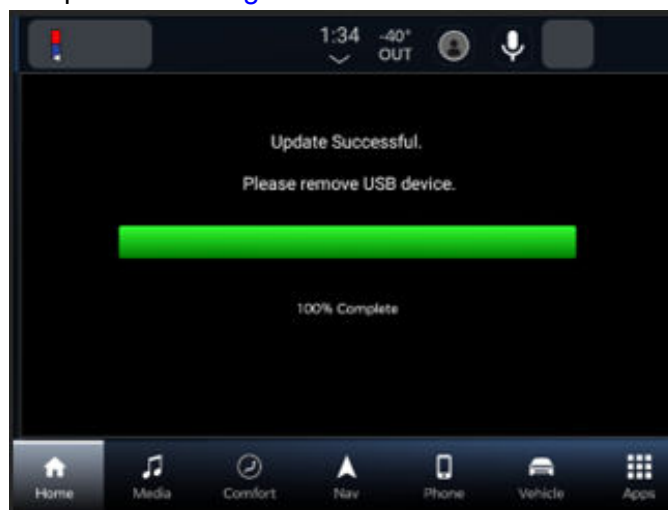


Fig. 4
Progress Screen

NOTE: Sometimes the radio throws an error pop up "Switch-Invalid_Binary" after successful radio update. Please ignore this error and click ok [Fig. 5](#).

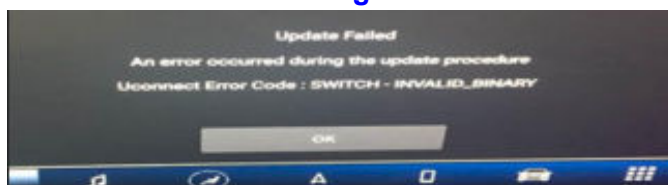


Fig. 5
Switch-Invalid_Binary Error

17. What was the radio software level after this update?

- U29.42 >>> The next phase of the radio update needs to be performed. Proceed to [Step 1](#).
- U41.10>>> The radio download has been completed. Proceed to [Step 18](#).

18. Check if the navigation is working properly by pressing the 'Nav' button on the bottom tool bar. Verify the navigation map loads properly.

NOTE: If the radio or navigation software didn't update properly or the navigation map doesn't load, attempt the software update one more time. If the software doesn't update properly or the navigation doesn't work, the radio may need to be replaced.

19. Go to Vehicle Setting -> Reset -> Perform Factory Reset. Once Factory Reset is completed, give a couple of sleep cycles for approximately five minutes.

20. Using wiTECH, clear all DTCs that may have been set in any module due to reprogramming.

21. Using wiTECH create another Vehicle Scan Report and save a copy to the work order.

IMPORTANT! Suggest to the customer to perform the Bluetooth device pairing again after deleting the existing pairing from the phone.

POLICY:

Reimbursable within the provisions of the warranty.

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