STELLANTIS
PARTS & SERVICES

Technical Service Bulletin (TSB)
Navigation (NAV) Reboot When MOTA Fails

REFERENCE:	**TSB:** 08-006-24 REV. A **GROUP:** 08 - Electrical	**Date:**	January 17, 2024	**REVISION:**	08-006-24

VEHICLES AFFECTED:

2021 - 2024 (GA) Alfa Romeo Guilia
2021 - 2024 (DJ) RAM 2500 Pickup
2021 - 2024 (DS) RAM 1500 Pickup
2021 - 2024 (DT) RAM 1500 Pickup
2021 - 2024 (VF) RAM Promaster
2021 - 2024 (WS) Grand Wagoneer/Wagoneer
2021 - 2024 (WL) Jeep Grand Cherokee/Grand Cherokee L
2021 - 2024 (WD) Dodge Durango
2021 - 2024 (RU) Chrysler Pacifica
2021 - 2024 (JL) Jeep Wrangler
This bulletin applies to vehicles built on and before **October 27, 2023 (MDH 1027XX) equipped with one of the following radios:**

- Uconnect 5 Nav W 8.4" Display (Sales Codes UFL, UBL or UEL).
- Uconnect 5 NAV W 10.1" Display (Sales Codes UBN, UEN, UFN or UPN).
- Uconnect 5 NAV W 12" Display (Sales Codes UBQ, UEQ or UFQ).

MARKET APPLICABILITY:

- ☒ NA
- ☐ MEA
- ☐ SA
- ☐ IAP
- ☐ EE
- ☐ CH

CUSTOMER SYMPTOM:

The customer may describe one of more of the following:

- Radio navigation continues to reboot after a Map Update (MOTA).
- Navigation regularly cuts out and back on again.
- Radio switches to navigation without customer's input.

CAUSE:

Radio software.

This bulletin supersedes Technical Service Bulletin (TSB) 08-006-24, date of issue January 05, 2024, which should be removed from your files. All revisions are highlighted with **asterisks and include an updated clean date.**

REPAIR SUMMARY:

This bulletin involves updating the Navigation maps via USB.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-03-AW	Create USB Jump drive from Stellantis Website **(One Time Only)** (0 - Introduction)	6 - Electrical and Body Systems	1.0 Hrs.
18-60-03-AX	Perform Maps Update (0 - Introduction)	6 - Electrical and Body Systems	0.6 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.

REPAIR PROCEDURE:

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. Has a **32GB** USB flash drive been created?
   - YES >>> Proceed to Step 10.
   - NO >>> Proceed to Step 2.
2. Go to stellantis.navshop.com/#/downloads to download the files Fig. 1.

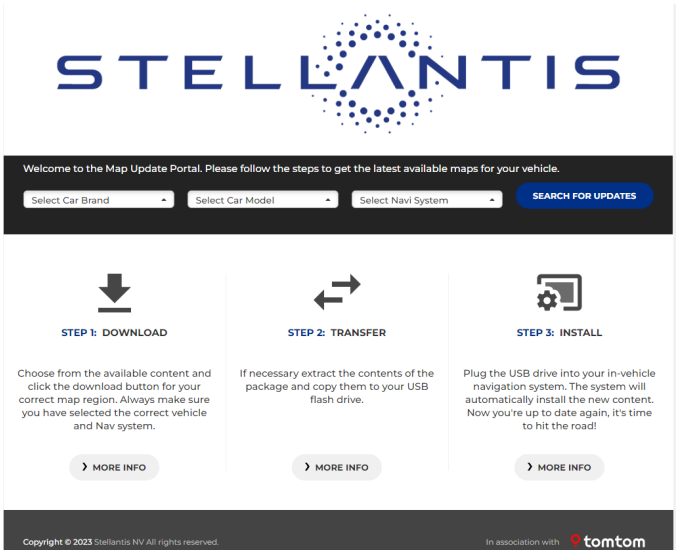


Fig. 1
stellantisnavshop.com

NOTE: Use a blank USB flash drive with at least 32GB of space.

NOTE: USB must be NTFS format.

3. Select your preferred language Fig. 2.



Fig. 2
Preferred Language

4. Select the proper vehicle brand Fig 3.

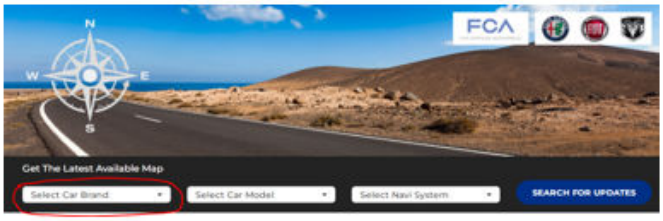


Fig. 3
Vehicle Brand

5. Select the proper vehicle model Fig. 4.

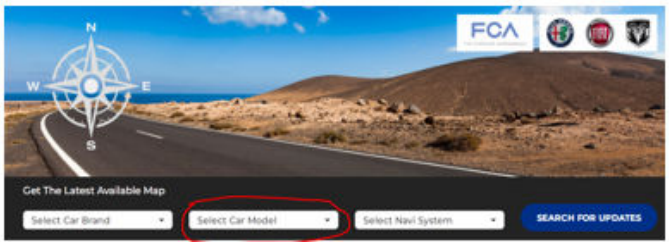


Fig. 4
Vehicle Model

6. Select Navi System as UCONNECT5 (R1-High) Fig. 5.

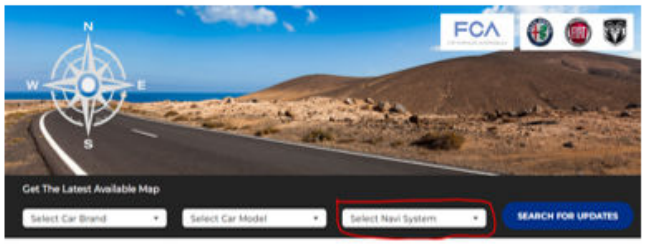


Fig. 5
Select Navi System

7. Select "Search For Updates" Fig. 6.

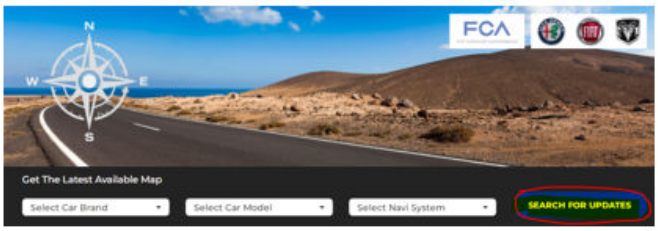


Fig. 6
Search For Updates

8. Select Download Fig. 7.

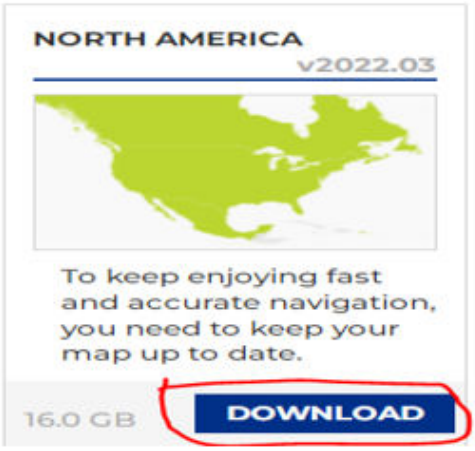


Fig. 7
Select Download

9. Extract all the content of the package and copy to your USB jump drive. Copy all files directly to the root of the USB directory Fig. 8.

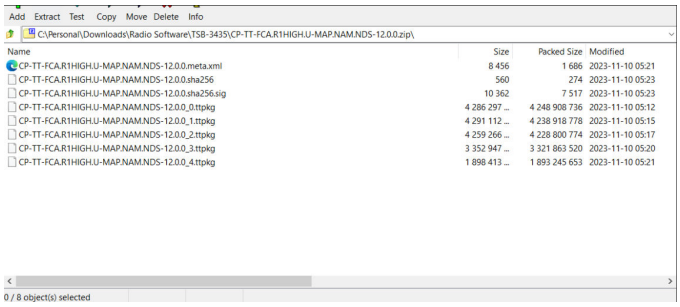


Fig. 8
Files

10. Start the engine and leave it running throughout this process.
11. Check your current map version:
    a. Go to NAV app.
    b. Select the main menu button (Bottom Left Corner) Fig. 9.

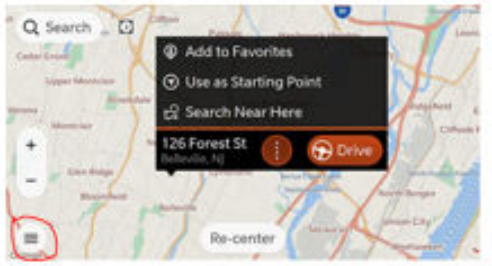


Fig. 9
Main Menu Button

    c. Select "Settings" Fig. 10.



Fig. 10
Settings

    d. Select "Other" xref Fig. 11.



Fig. 11
Other button

e. Select "About" and note down the map version Fig 12.

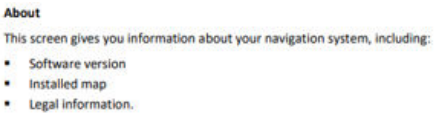


Fig. 12
About Screen

12. Insert the USB into the vehicle's radio USB port.
13. Select "Update".
14. The update process will take approximately 30 minutes.
15. Once the update is completed you should see a pop up indicating the update was successful.
16. Dismiss the pop up and confirm your map version Fig. 13.

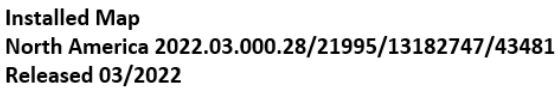


Fig. 13
Map Version

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