



NUMBER: 08-109-17

GROUP: 08 - Electrical

DATE: November 4, 2017

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SUBJECT:

UAS, UAQ, UCS and UCQ Radio Over The Air Software Updates

OVERVIEW:

This bulletin provides information regarding the latest Flash 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.

MODELS:

2018	(DJ)	RAM 2500 Pickup
2018	(D2)	RAM 3500 Pickup
2018	(DD)	RAM 3500 Cab Chassis
2018	(DP)	RAM 4500/5500 Cab Chassis

NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA (U.S. and Canada).

NOTE: This bulletin applies to vehicles built on or before October 06, 2017 (MDH 1006XX) and equipped with one of the following radios:

- Uconnect 4C With 8.4" Display (Sales Codes UAS or UCS).
- Uconnect 4C NAV With 8.4" Display (Sales Codes UAQ or UCQ).

SYMPTOM/CONDITION:

The following enhancement are included in this update:

- Improved sound quality when using the Bluetooth® phone.

DISCUSSION:**NOTE: Software will be updated from 18.11 to 18.13.**

Vehicles sold in the U.S. and Canada can now receive software updates “over-the-air”. Updates to software will occur in a phased roll-out. The software is updated through the built-in cellular modem in the radio. Customers will see a notification on their radio screen when new software is available for their radio (Fig. 1) . The owner will have the option to update the radio or schedule the update for later. There is not an option to decline the update indefinitely, the update must be performed.

NOTE: This is an information only Service Bulletin to help the customer understand how they can perform their FOTA update. This document does not contain a LOP for reimbursement.



Fig. 1
Software Acceptance Screen

NOTE: If selecting “Schedule Update” the screen below will be displayed. The customer can select the exact time they want the update to begin (Fig. 2) .



Fig. 2
Schedule Update Screen

1. The vehicle needs to be in the park position, or have the vehicle in neutral with parking brake engaged if equipped with a manual transmission. The engine does not need to be running.

NOTE: If the customer wants to leave the engine running during the update, the vehicle should be parked outdoors.

- Whether the customer selects Update Now or Schedule Update and sets a time, they can shut off the vehicle and leave. The update will complete automatically (Fig. 3) .

NOTE: This phase may take several minutes to complete.

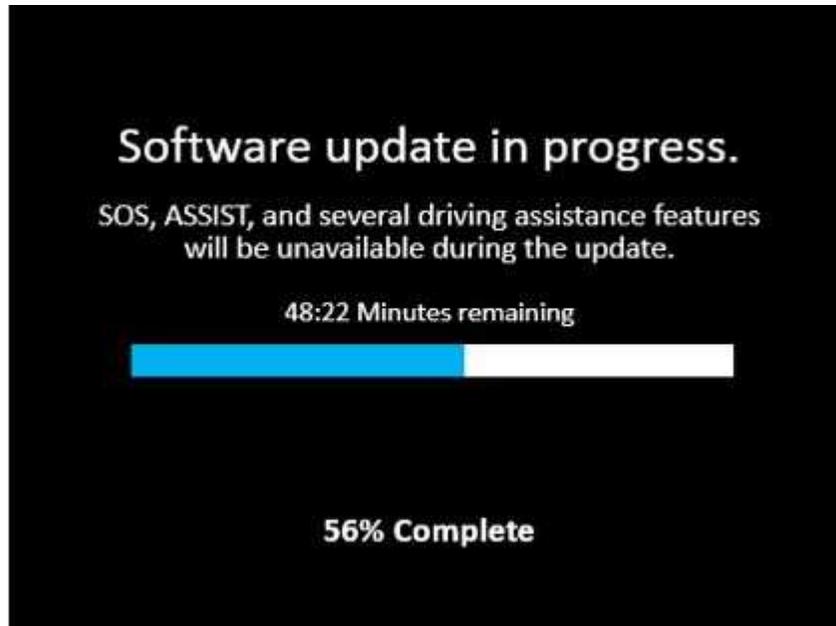


Fig. 3
Update In Progress Screen

- Upon completion of update, the radio will display a confirmation message (Fig. 4) .



Fig. 4
Confirmation Screen

NOTE: If there are other hardware issues or concerns, contact the STAR Center for support.

POLICY:
Information Only