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GROUP: 08 - Electrical

DATE: April 18, 2020

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SUBJECT:

UAX, UCX, UAV and UCV Radio Over the Air Software Version 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. The radio software will be updated to 33.3.

MODELS:

2019 - 2020	(DT)	RAM 1500 Pickup
2019 - 2020	(DJ)	RAM 2500 Pickup
2019 - 2020	(D2)	RAM 3500 Pickup
2019 - 2020	(DD)	RAM 3500 Cab Chassis
2019 - 2020	(DP)	RAM 4500 Cab Chassis
2019 - 2020	(DF)	RAM 3500 10K LB. Cab Chassis

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

NOTE: This bulletin applies to DT vehicles built on or after January 12, 2019 (MDH 0112XX) built on or before February 07, 2020 (MDH 0207XX) equipped with one of the following radios:

NOTE: This bulletin applies to D2, DD, DJ, DF or DP vehicles built on or after December 06, 2018 (MDH 1206XX) built on or before January 31, 2020 (MDH 0131XX) equipped with one of the following radios:

- Uconnect 12.0 with Navigation radio (Sales Codes UAX or UCX).
- Uconnect 4C NAV With 8.4" Display (Sales Codes UAV or UCV).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- Display screen is back with no backlighting.
- GPS unable to load and find location.
- Bluetooth® device is slow to pair.
- Loss of saved radio presets.
- No audio output coming from the radio.
- Can not control audio volume.
- Radio "locks up" or freezes.
- Rear view camera display will not turn off.

NOTE: This is an "Information Only" Service Bulletin to inform the dealer how the FOTA update is performed. This document does not contain a LOP for reimbursement.

DISCUSSION:

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.



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 ignition needs to be off.
2. Whether the customer selects “Update Now” or “Schedule Update” and sets a time, they can shut off the vehicle and leave. The update will be completed automatically (Fig. 3) .

NOTE: This phase may take several minutes to complete.

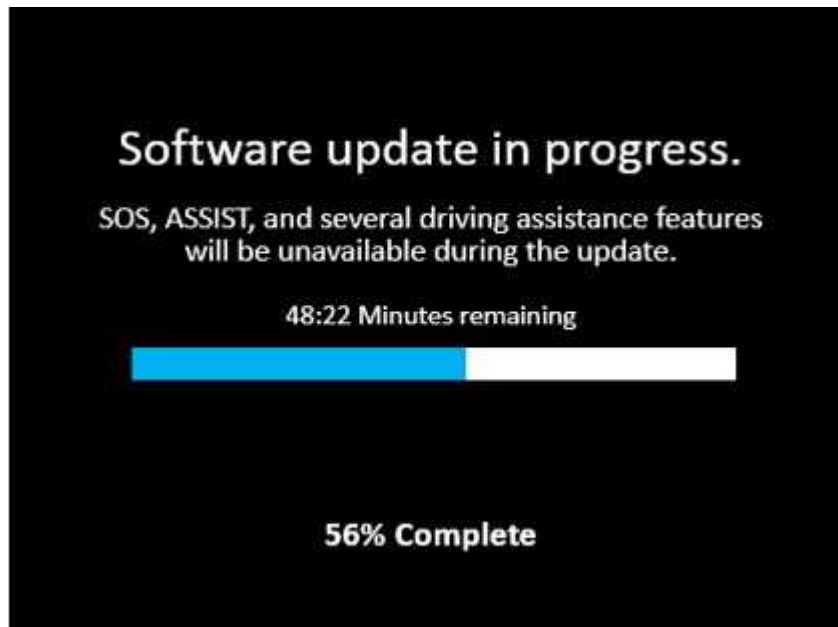


Fig. 3

Update In Progress Screen

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



Fig. 4
Confirmation Screen

POLICY:
Information Only