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Case Number: S2108000031- REV. A

Release Date: 03/31/2021

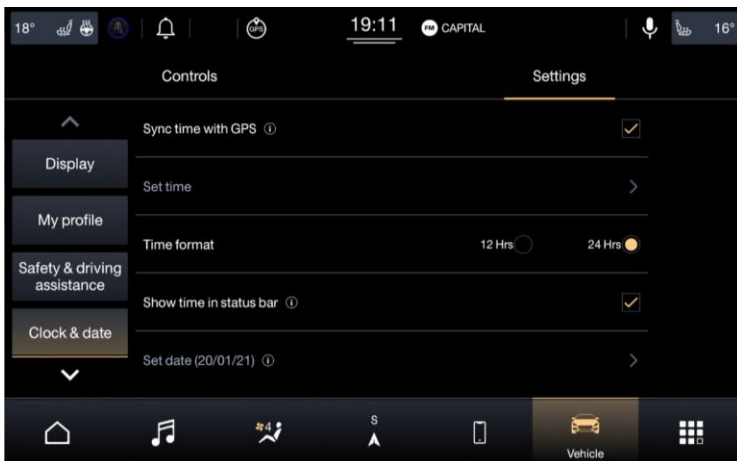
Symptom/Vehicle Issue: Uconnect 5 R1 Clock Time Not Accurate

Discussion: Radio (ETM) time and date not synchronized correctly upon arrival at dealership (PDI), resulting in incorrect time displayed even if the time synchronize with GPS is selected. The Uconnect 5 R1 system requires a connection to an external Wi-Fi or Hotspot to allow the ETM to receive Network Time Protocol (NTP) information for time sync. Also system requires a connection with phone hotspot or a local home/shop Wi-Fi connection every 60 days or time sync will not happen. See procedures below to synchronize time on R1 High and Mid.

New ETM software enhancement release available tentatively 2nd quarter 2021. The enhancement will no longer require NTP to be present to align system time and remove the 60 day time check.

Procedure for vehicle with R1H (UBN, UEN, UFN)

- Key On.
- Ensure to have a good GPS coverage and set to synchronize time with GPS



This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



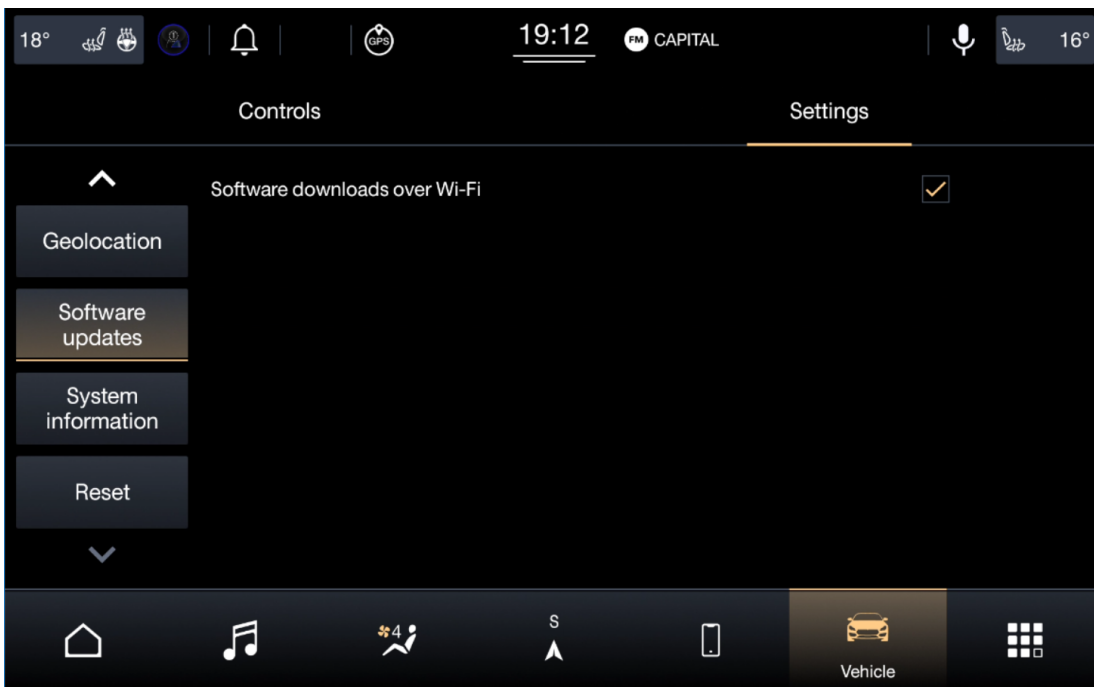
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Connect with phone hotspot or to a local home/shop Wi-Fi connection. Select it when it is visible in the menu.

WiFi network can be selected from:

- Vehicle > Setting > SW update.



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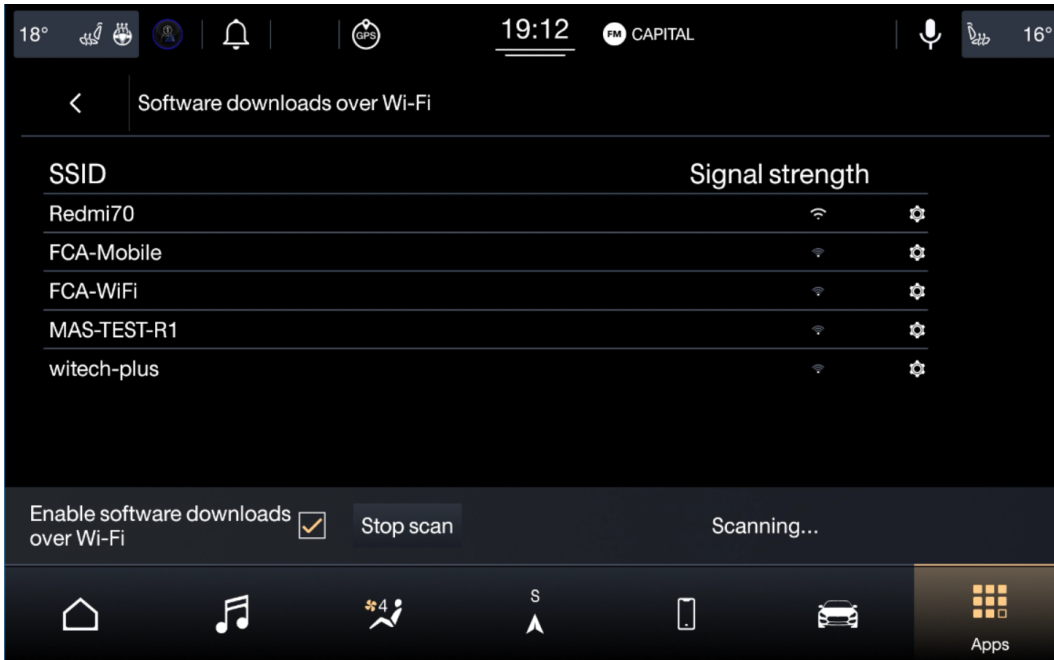
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Select from the list your Wi-Fi network.



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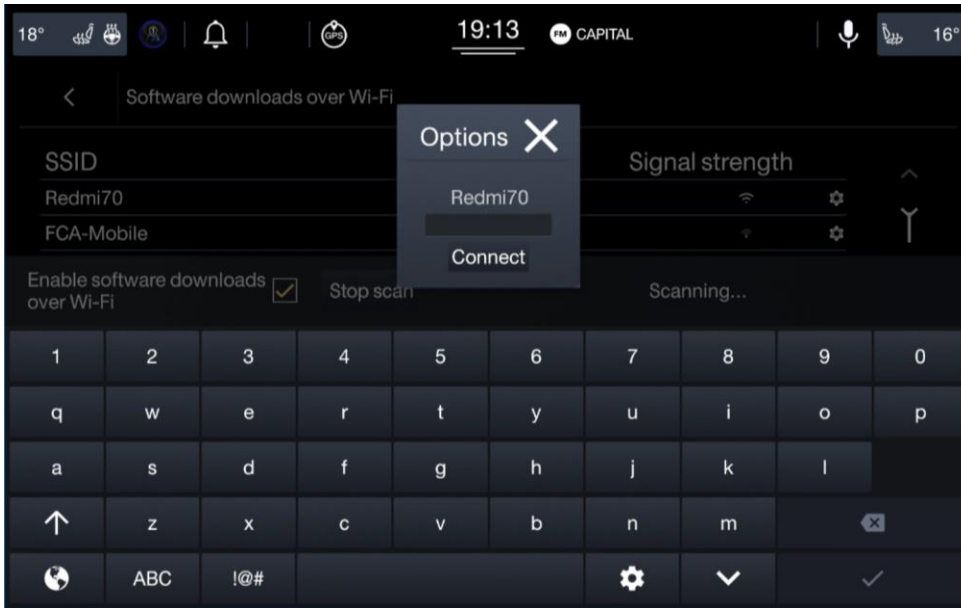
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Insert your Wi-Fi password if required, then press “Connect”.



- * Wait that the HU update the time. This operation could be take few minutes.
- * Swicht OFF the vehicle.

Note

The issue would re-occur if the vehicle has a battery disscconnect or the vehicles is not connected to Wi-Fi or Hotspot in 60 days.

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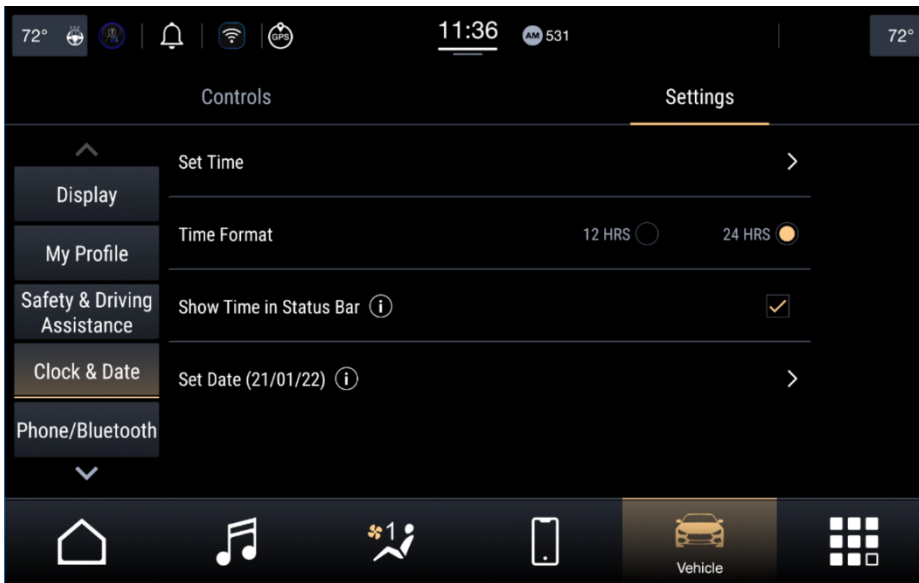


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Procedure for vehicle with R1M (UBG, UEG, UFG)

- Key On
- Ensure to have a good GPS coverage



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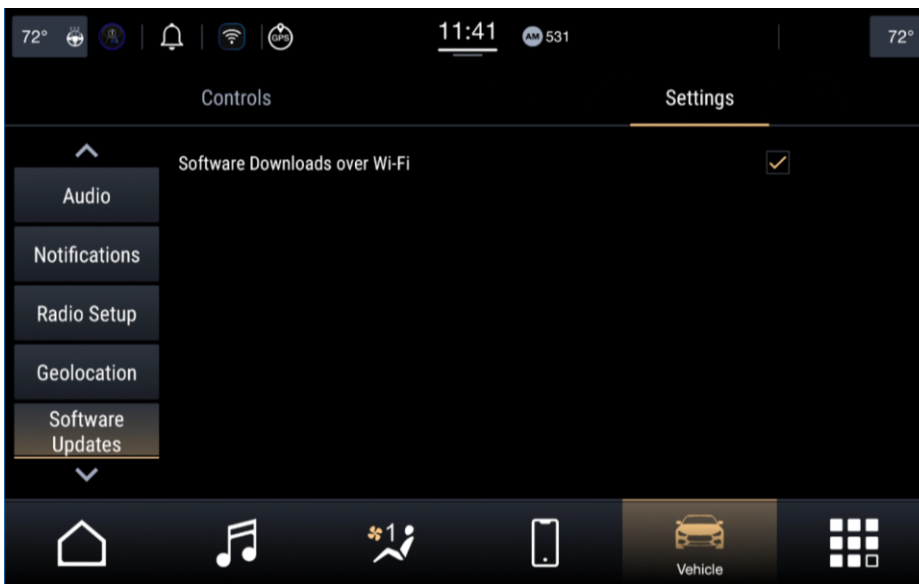
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Connect with phone hotspot or to a local home/shop WiFi connection. Select it when it is visible in the menu.

WiFi network can be selected from:

- Vehicle > Setting > SW update.



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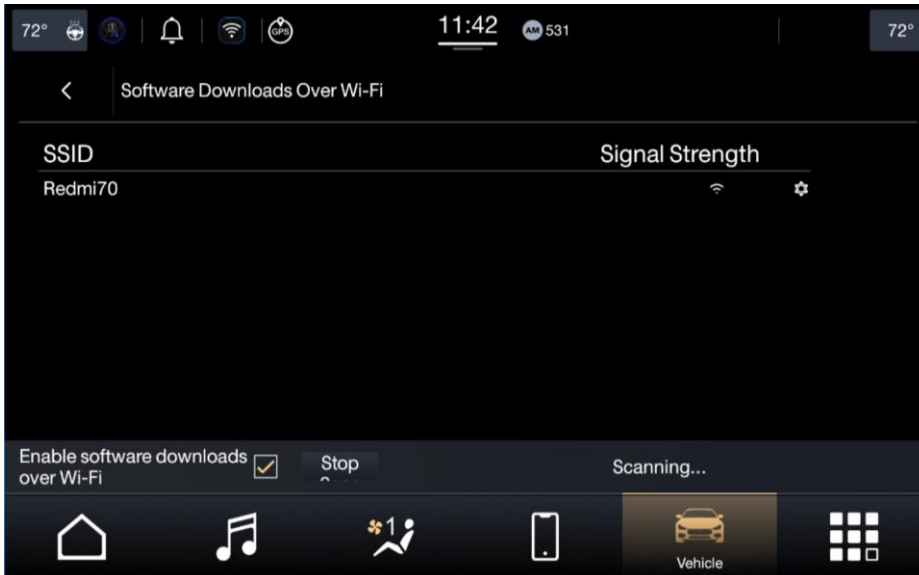
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Select from the list your Wi-Fi network.

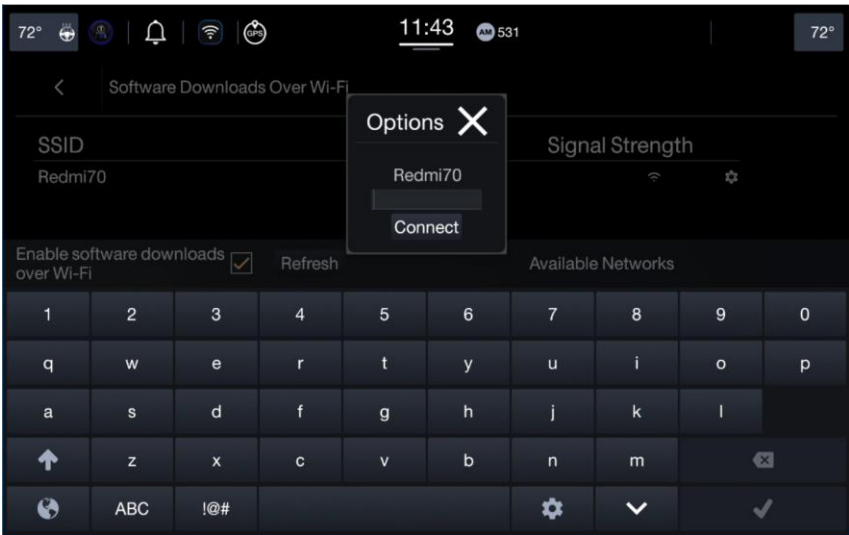


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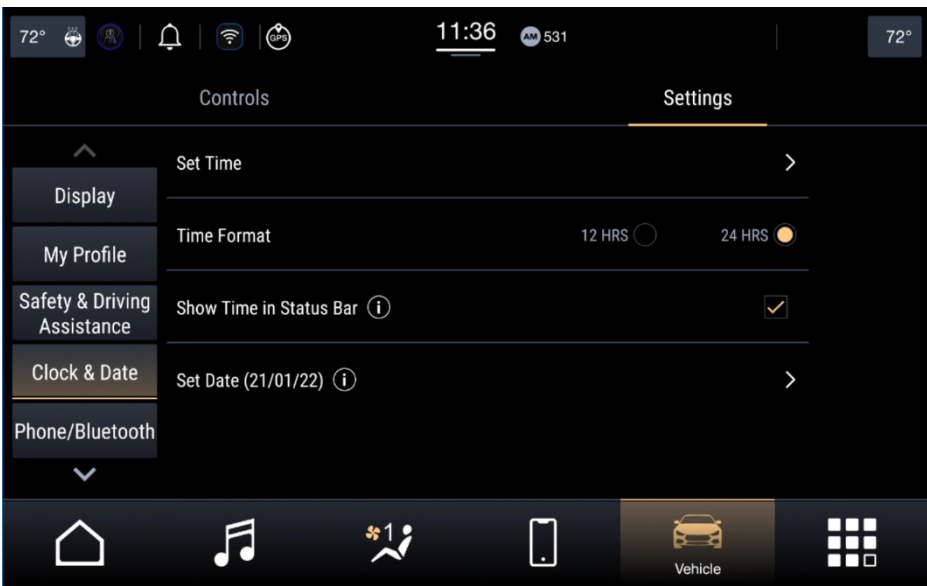
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Insert your Wi-Fi password if required, then press “connect”.



Wait for the HU to modify the time to Universal Time Coordinated UTC timezone. This operation could be take few minutes. Then set correct time.



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