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GROUP: 08 - Electrical

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SUBJECT:

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. Software will be updated to 39.5. Estimated launch of this FOTA should begin in the 2nd quarter of 2021.

MODELS:

2021 (WK) Jeep Grand Cherokee

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

NOTE: This bulletin applies to vehicles built on or after July 13, 2020 (MDH 0713XX) and built on or before February 26, 2021 (MDH 0226XX) equipped with Uconnect 4C NAV With 8.4" Display (Sales Codes UAV or UCV).

SYMPTOM/CONDITION:

Customers may experience the following:

- Uconnect app remote start is inoperable after vehicle is turned off for 45 to 60 minutes.

DISCUSSION:

NOTE: Software will be updated to 39.5. Estimated launch of this FOTA should begin in the 2nd quarter of 2021.

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 inform the dealer how the FOTA update is performed. 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. The ignition needs to be off.

- 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.

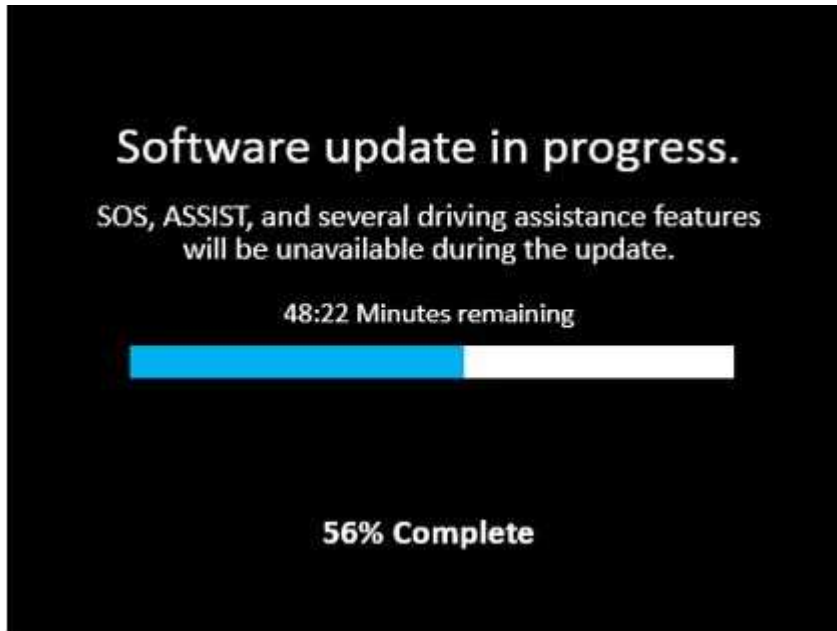


Fig. 3
Update In Progress Screen

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



Fig. 4
Confirmation Screen

POLICY:
Information Only