



**Revised** November 2021

Dealer Service Instructions for:

# Customer Satisfaction Notification Y25 Radio Software Update

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**NOTE: The first NOTE in Remedy Available has been updated.**

## Remedy Available

**2021 (RU) Chrysler Pacifica/Pacifica PHEV**

**2021 (WD) Dodge Durango**

***NOTE: This campaign applies only to the above vehicles equipped with radio sales codes UBN, UEN, or UBG, UEG with RDG.***

***NOTE: Some vehicles above may have been identified as not involved in this campaign and therefore have been excluded from this campaign.***

**IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Federal law requires you to complete this recall service on these vehicles before retail delivery. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this recall on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.**

## **Subject**

The radio on about 25,000 of the listed vehicles may experience multiple inoperative features, including:

- Vehicle is not FOTA capable (RU “Update Failed, Error Code -5” pop-up)
- Multiple driver's profiles missing
- No Weather/Traffic Info
- Carplay/Android Auto Inoperable
- Audio Sound Quality issues
- Bluetooth Disconnects
- USB Hub/Aux Input Inoperable
- Blank Screen/Reset/Slow to Respond
- Voice recognition (VR) misinterprets driver’s request

## **Repair**

Reprogram the radio with updated software.

## **Parts Information**

No parts are required to perform this service procedure.

## **Parts Return**

No parts return required for this campaign.

## Special Tools

**The following special tools are required to perform this repair:**

- NPN                                      USB Flash Drive (Minimum 4 GB maximum 16 GB)
- NPN                                      wiTECH MicroPod II
- NPN                                      Laptop Computer
- NPN                                      wiTECH Software

## Service Procedure

### **A. Verify the Radio Software Version**

1. Using the radio touch screen, go to the following pages: Apps > Settings > System Information > Version Information.
2. Verify that the software version is at R17.89 or above:
  - **Yes** – Software version is at R17.89 or above. This recall is complete. Claim the inspection LOP.
  - **No** – Software version number is lower than R17.89. Update the radio software. Proceed to **Section B. Download Software**

<b>Service Procedure [Continued]</b>
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**B. Software Download**

1. Download the Software Update to a USB Flash Drive.
  - A USB Flash Drive must be a minimum of 4 GB to a maximum 16 GB.
  - The flash drive **must not** contain any files (including documents, music, or pictures).
2. Plug the flash drive into the computer and make sure it is active and ready to use. Record the name of the USB flash drive and the drive location.
3. Format the USB flash drive (FAT32).
4. Confirm that there are no files or folders on the USB Flash drive. This is done to ensure that there are no conflicting files that may interrupt the software update process.
5. Leave the USB Flash drive in the computer and proceed to the next step.
6. Go to Dealer CONNECT.
7. Select the “**Service**” tab.
8. Select “**Uconnect**” from the Uconnect Command Center.
9. Select “**Uconnect Dealer Software Downloads**”.
10. Enter the vehicle VIN. And select “**GO**”
11. Select Software Release ID.
12. Select the “**MAC**” operating system (OS) only.
13. Select “Download directly to your browser”.
14. Select the downloaded file and **copy** the .zip file directly to the USB drive folder. Do not extract.
15. Safely remove the flash drive from your computer and proceed to **Section C. Update Radio Software Version.**

<b>Service Procedure [Continued]</b>
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**C. Update Radio Software Version**

1. Open the hood.
2. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

**NOTE: Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.**

3. Remove all devices (SD, USB, AUX) from the media hub.
4. Insert the USB flash drive containing the downloaded software into the vehicle USB port.
5. The radio screen will display a Software Update message.
6. Follow the radio screen prompts.
7. The progress bar will display status of the update.
8. Wait for software update screen to be displayed. If the screen goes black for an extended period, press the radio power button.
9. Verify the software is at the correct version (Android version 8.1.0: FCA-MY21.R17.89-PROD).
  - **YES** – Remove the USB flash drive from the vehicle USB port and disconnect the battery charger. Proceed to **Step 10**.
  - **No** – Perform the update again beginning with **Step 3**.

**Service Procedure [Continued]**

10. Perform a factory reset, using the radio touch screen. Navigate through the following screens: Apps > Settings > Reset > Factory Reset.
11. Once the reset is completed, cycle the ignition to the OFF position, open and close the driver door, then let all modules go to sleep. Make sure the scan tool is **not** connected at this point.
12. After all the modules have been in sleep mode for five minutes, cycle the ignition back to the RUN position.
13. Before clearing all DTCs, cycle the ignition OFF and back to RUN quickly (within two seconds).
14. Using wiTECH, clear all DTCs that may have been set in any module due to reprogramming.
15. Disconnect the battery charger, and close the hood.
16. Return the vehicle to the customer.

## Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

	<b>Labor Operation Number</b>	<b>Time Allowance</b>
Inspect radio software level	18-Y2-51-81	0.2 hours
Inspect radio software level and update	18-Y2-51-82	0.5 hours
*Create USB Flash Drive one time only	18-Y2-51-50	0.2 hours

**\*NOTE: USB Flash Drive creation may only be claimed once per dealer.**

**NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete recall claim processing instructions.**

## Dealer Notification

To view this notification on DealerCONNECT, select “Global Recall System” on the Service tab, then click on the description of this notification.

## Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by first class mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

## Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at recall launch, those with a phone number, city, zip code, or VIN sequence.

**Dealers must perform this repair on all unsold vehicles before retail delivery.** Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

*Recall VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this recall only and is strictly prohibited from all other use.*

### Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Services / Field Operations  
FCA US LLC



This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

Y25

LOGO

VEHICLE PICTURE

#### YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**  
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment**
- 3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity.

#### DEALERSHIP INSTRUCTIONS

Please reference CSN Y25.

# CUSTOMER SATISFACTION NOTIFICATION

## Uconnect Radio Software Update

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle <sup>[1]</sup>. This will be done at no charge to you.

We are recommending improvements be performed to your Uconnect radio on certain [2021 (RU) Chrysler Pacifica/Pacifica PHEV and 2021 (WD) Dodge Durango] vehicles.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The radio in your vehicle requires a software update to fix an issue that is preventing your vehicle from receiving over-the-air software updates. **This can result in customer dissatisfaction.**

#### HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

You must perform the software update utilizing the enclosed USB flash drive, following the on-screen prompts which will guide you through the process. Please follow the enclosed instructions to begin the update.

#### WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit [www.fcarecallreimbursement.com](http://www.fcarecallreimbursement.com) to submit your reimbursement request online. <sup>[2]</sup> Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the repair performed.

We apologize for any inconvenience, but are sincerely concerned about your satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
FCA US LLC



**Mr. Mrs. Customer**  
**1234 Main Street**  
**Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.