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GROUP: 08 - Electrical

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This bulletin supersedes Technical Service Bulletin (TSB) 08-119-21, date of issue July 20, 2021, which should be removed from your files. All revisions are highlighted with **asterisks**** and include software details for DT vehicles.**

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:

- DT with UAX and UCX - ****Current software 34.2RM will be update to 34.31FRM.****
- All other vehicles and radio combinations - 34.2.

NOTE: The national launch for the FOTA will begin July 21, 2021.

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 4500/5500 Cab Chassis |
| 2019 - 2020 | (DF) | RAM 3500 <10K 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 equipped with one of the following radios below.

NOTE: This bulletin applies to D2, DD, DJ, DF and 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:

- SOS, Automatic SOS (ASOS) , assist calls not showing correct location **(DT Vehicles with UAX and UCX Only)**.
- GPS inaccuracies **(DT Vehicles with UAX or UCX Only)**.
- Uconnect radio apps are inoperable **(DT Vehicles with UAX or UCX Only)**.
- SXM® button are greyed out **(DT Vehicles with UAX or UCX Only)**.
- Intermittently, SXM loading screen is stuck **(DT Vehicles with UAX or UCX Only)**.
- Uconnect App inoperative **(DT Vehicles Only)**.
- Voice Recognition (VR) inoperative **(DT Vehicles Only)**.
- Radio resets **(DT Vehicles Only)**.
- Radio locks up, freezes or resets.
- Bluetooth device is slow to pair, or does not pair.
- GPS unable to load and find locations.
- Loss of saved radio presets.
- Display screen is back with no backlighting.
- No audio output coming from the radio.
- Cannot control audio volume.
- Rear view camera display will not turn off.

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: 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.

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 transmission 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” (Fig. 2) and sets a time, they can shut off the vehicle and leave. The update will be completed automatically (Fig. 3) .

NOTE: This step may take several minutes to complete.

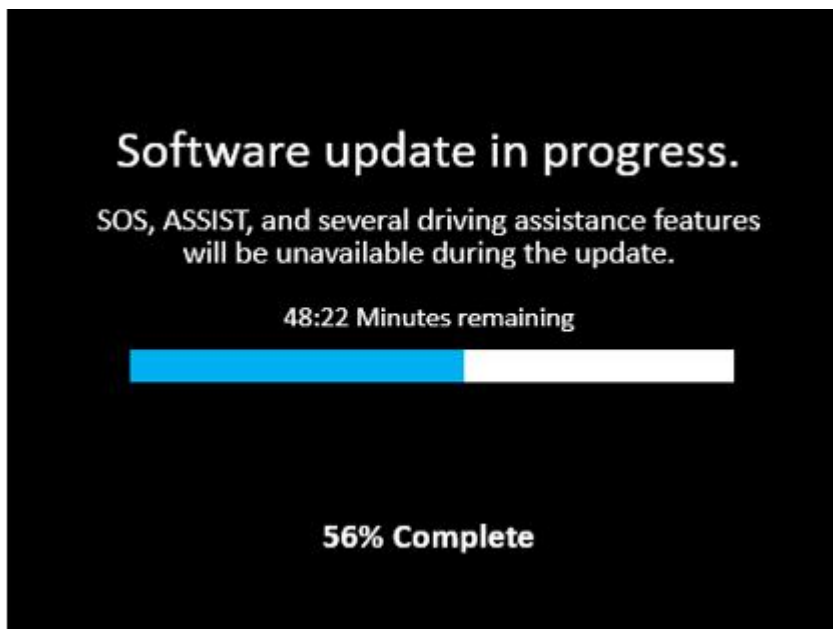


Fig. 3

Update In Progress Screen

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



Fig. 4
Update Confirmation Screen

POLICY:
Information Only