



NUMBER: 08-178-21

GROUP: 08 - Electrical

DATE: November 23, 2021

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SUBJECT:

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.

National launch for this FOTA update is expected on:

- WL - Current Level R17.98 Update to R17.99 on 11/08/2021
- WD - Current Level R17.73 Update to R17.99 on 11/19/2021
- RU - Current Level R17.89 Update to R17.99 on 11/19/2021

MODELS:

2021	(RU)	Chrysler Pacifica
2021	(WD)	Dodge Durango
2021	(WL)	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 RU vehicles built on or before November 22, 2021 (MDH 1122XX) equipped with a Uconnect 5 W 10.1" Display (Sales Codes UBG and UEG) with Global Telematics Box Module (TBM) (Sales Code RDG) or Uconnect 5 Nav W 10.1" Display (Sales Codes UBN, UEN).

NOTE: This bulletin applies to WD vehicles built on or before December 06, 2021 (MDH 1206XX) equipped with a Uconnect 5 Nav W 10.1" Display (Sales Codes UBN, UEN) or Uconnect 5 Nav W 8.4" Display (Sales Codes UBL, UEL).

NOTE: This bulletin applies to WL vehicles built on or before November 15, 2021 (MDH 1115XX) equipped with a Uconnect 5 Nav W 10.1" Display (Sales Codes UBN, UEN) or Uconnect 5 Nav W 8.4" Display (Sales Codes UBL, UEL).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- Radio resets at times (WD and RU only).
- Bluetooth® disconnects (WD and RU only).
- Intermittent display screen blank (WD and RU only).
- Radio slow to respond and lockup (WD and RU only).
- Radio inoperative intermittently (WD and RU only).
- Apps not able to update (WL only).

Additional enhancement included with this software update:

- CarPlay® and Android Auto® improvements and robustness added.

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.

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.

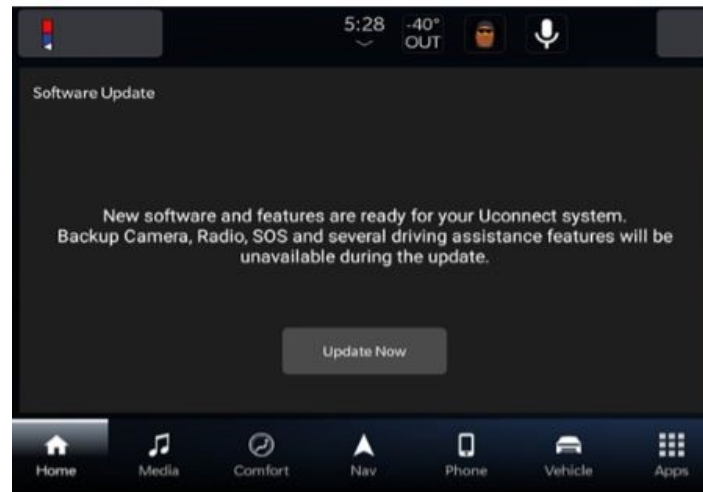


Fig. 1
Software Acceptance Screen

1. The vehicle needs to be in 'park'. The ignition needs to be in the off position.
2. If the customer selects “Update Now” they can shut off the vehicle and leave. The update will be completed automatically.

NOTE: This step may take several minutes to complete.

3. Upon completion of update, the radio will display a confirmation message (Fig. 2) .

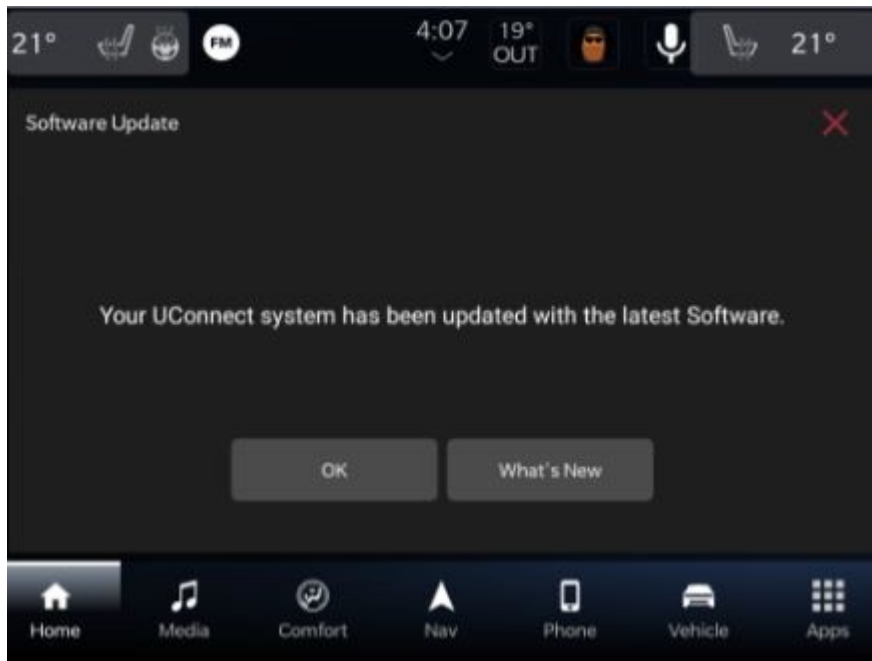


Fig. 2
Software Update Confirmation Screen

POLICY:
Information Only