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GROUP: 08 - Electrical

DATE: November 25, 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. The radio software will be updated from S21B.5 to S21C.6 (DT and HD), and S21C.8 (WS).

NOTE: The national launch for the FOTA will begin November 24, 2021 for DT and HD and December 10, 2021 For WS 2021.

MODELS:

2022	(DT)	RAM 1500 Pickup
2022	(DJ)	RAM 2500 Pickup
2022	(D2)	RAM 3500 Pickup
2022	(DD)	RAM 3500 Cab Chassis
2022	(DF)	RAM 3500 <10K Cab Chassis
2022	(DP)	RAM 4500/5500 Cab Chassis
2022	(WS)	Jeep Wagoneer/Grand Wagoneer

NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

NOTE: This bulletin applies DT, DD, D2, DF, DJ or DP vehicles built on or before November 17, 2021 (MDH 1117XX) equipped with One of the following radios:

NOTE: This bulletin applies WS vehicles built on or before November 15, 2021 (MDH 1115XX) equipped with One of the following radios:

- Uconnect 5 Nav W 8.4" Display (Sales Codes UBL or UEL).
- Uconnect 5 Nav W 12" Display (Sales Codes UBQ or UEQ).
- Uconnect 5 NAV W 10.1" display (Sales Codes UBN or UEN).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- Apple Carplay® concerns.
- Multiple Human Machine Interface (HMI) issues.
- Weather App will not open.
- Temperature Control soft button difficult to press and get a response.
- Voice Recognition audio muted.
- Radio Freezes.
- Android Auto® widget screen smaller than normal.
- Navigation says “You have reached your destination” before you are at the location when using Android Auto.

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.

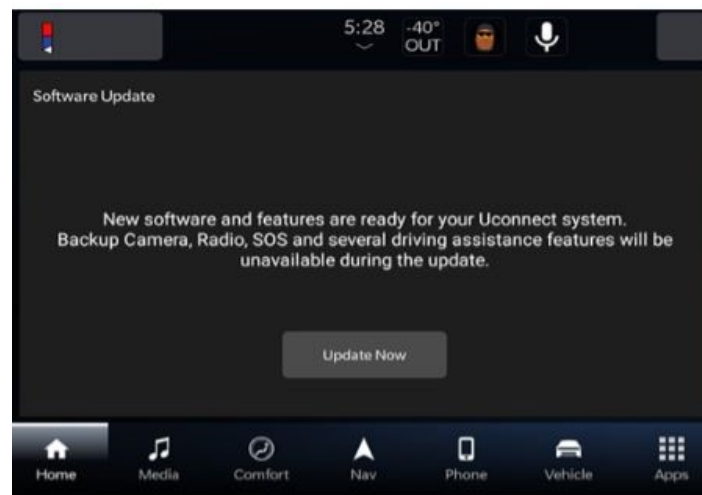


Fig. 1

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) .

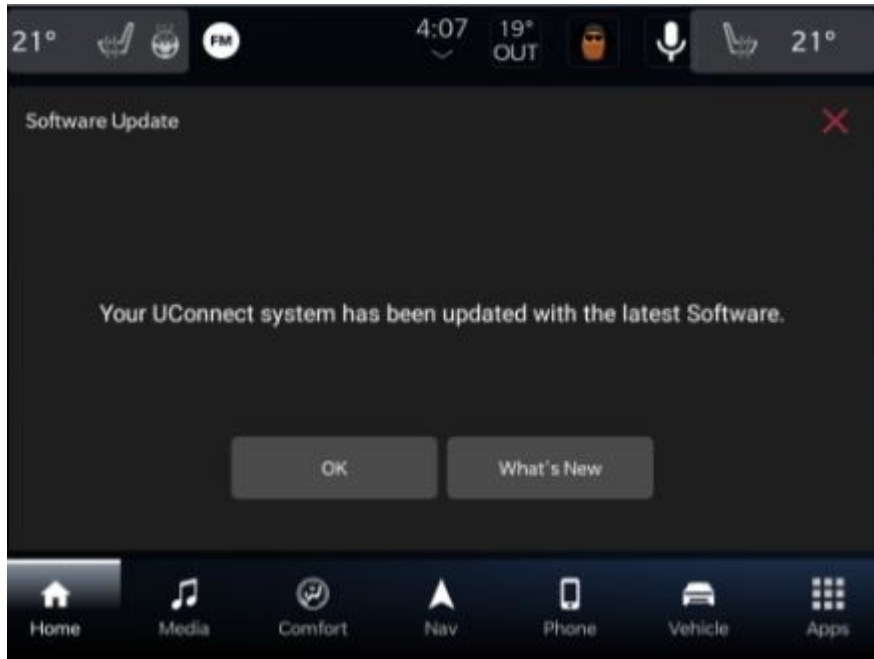


Fig. 2
Software Update Confirmation Screen

POLICY:
Information Only