



**NUMBER:** 08-100-21 REV. C

**GROUP:** 08 - Electrical

**DATE:** August 14, 2021

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**This bulletin supersedes Technical Service Bulletin 08-100-21 REV. B, date of issue July 20, 2021, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include additional launch date.**

**SUBJECT:**

UAQ UCQ UAV, UCX, UAX 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. Once the FOTA has been completed, the software level will be 39.6.

**NOTE: Review the table below to determine when the FOTA is due to be release. The release time is based on the current radio's software application level.**

**MODELS:**

2021	(JL)	Jeep Wrangler
2021	(JT)	Jeep Gladiator
2021	(DT)	RAM 1500 Pickup

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

**NOTE: This bulletin applies to vehicles built on or before June 22, 2021 (MDH 0622XX) equipped with one of the radios listed below:**

- Uconnect 4C NAV With 8.4 Display (Sales Codes UAQ, UCQ, UAV and UCV).
- Uconnect 12.0 with Navigation radio (Sales Codes UAX or UCX).

**SYMPTOM/CONDITION:**

Customers may experience one or more of the following:

- Intermittently, when going into reverse, the rear view camera screen is blank.
- Intermittently, gridlines are not on the display screen when in reverse.

**ESTIMATED FOTA LAUNCH DATES:**

**NOTE:** There will be different launch times depending on the software application level that is currently on the radio. Check the radio software application level and use the table below to see when the launch will happen. This TSB will be updated as soon as the launch is ready to be released.

Vehicle	Radio	Current SW Level	Estimated Timing of FOTA Launch
JL, JT & DT	8.4 inch screen	37.4	Launched Starts on July 21, 2021
JL, JT & DT	8.4 inch screen	39.2	Launched Starts on July 21, 2021
JL	8.4 inch screen	39.32	** Launched August 03, 2021**
JL, JT & DT	8.4 inch screen	39.5	Launched June 18, 2021
DT	12 inch screen	37.4	**Launched August 01, 2021
DT	12 inch screen	39.1	Launched August 02, 2021
DT	12 inch screen	39.5	Launched August 19, 2021**

**DIAGNOSIS:**

If FOTA does not complete the update, refer to Star On Line (SOL)# S2008000059 for additional information for radio recovery to help avoid unnecessary radio replacement.

**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 and any symptom/condition that this enhancement corrects. 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 or have the vehicle in neutral with parking brake engaged if equipped with a manual transmission. 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.**

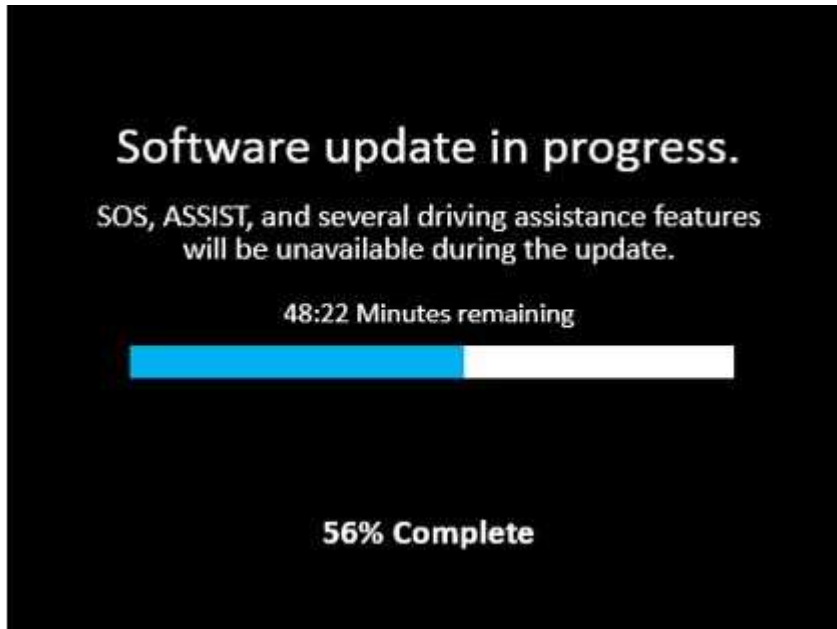


Fig. 3  
Update In Progress Screen

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



Fig. 4  
Confirmation Screen

**POLICY:**  
Information Only