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**GROUP:** 08 - Electrical

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**SUBJECT:**

UBN, UEN, UBG and UEG 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. Vehicle software will be updated to R16.27.

**MODELS:**

2021 (RU) Chrysler Pacifica

**NOTE:** This bulletin applies to vehicles within the following markets/countries: North America (U.S. and Canada).

**NOTE:** This bulletin applies to vehicles built on or before December 18, 2020 (MDH 1218XX) equipped with a Uconnect 5 W 10.1" Display (Sales Codes UBN, UEN, UBG and UEG) and Global Telematics Box Module (TBM) (Sales Code RDG).

**SYMPTOM/CONDITION:**

Customers may experience one or more of the following:

- Radio USB port #2 does not load device information and is for charging only.
- Voice Recognition (VR) is unable to tune to SXM satellite radio stations.

**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.

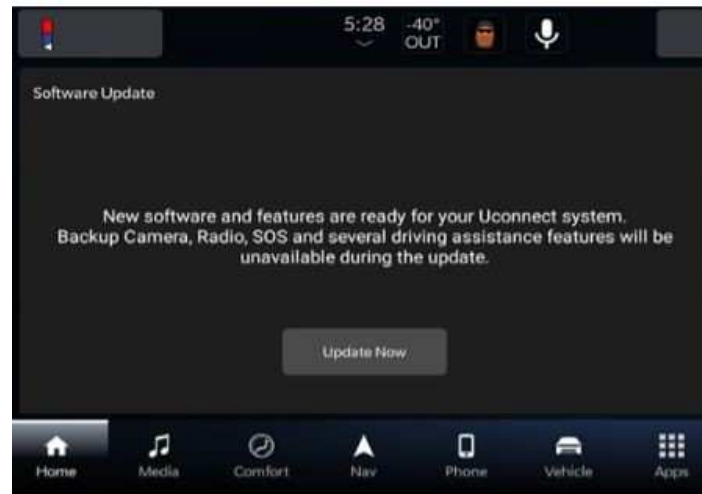


Fig. 1

### 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