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GROUP: 08 - Electrical

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This bulletin supersedes Technical Service Bulletin 08-100-21, date of issue June 19, 2021, which should be removed from your files. All revisions are highlighted with **asterisks**** and include additional info on FOTA release dates, note and radios.**

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. The national launch for the FOTA will begin June 18, 2021.

NOTE: **Review table below to determine when FOTA is due to release based on current radio software 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 a Uconnect 4C NAV With 8.4 Display (Sales Codes **UAX, UCX, **UAQ, UCQ, UAV and UCV).****

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

Vehicle	Radio	Current SW Level	Estimated Timing of FOTA Launch
**JL, JT & DT	8.4 inch screen	37.4	Late July/Early August
JL, JT & DT	8.4 inch screen	39.2	Late July/Early August
JL	8.4 inch screen	39.3	Late July/Early August
JL	8.4 inch screen	39.32	Late July/Early August
JL, JT & DT	8.4 inch screen	39.5	Launched June 22, 2021
DT	12 inch screen	37.4	Late July/Early August
DT	12 inch screen	39.1	Late July/Early August
DT	12 inch screen	39.5	Late July/Early August**

DIAGNOSIS:

If FOTA does not complete, refer to Star On Line (SOL)# S2008000059 for additional information for radio recovery to 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.

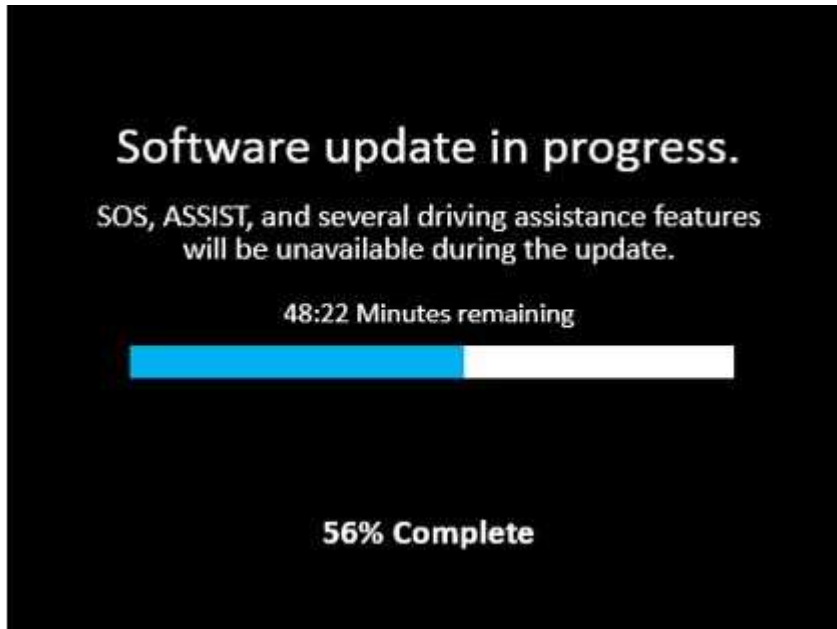


Fig. 3
Update In Progress Screen

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



Fig. 4
Confirmation Screen

POLICY:
Information Only