



NUMBER: 08-076-22

GROUP: 08 - Electrical

DATE: April 12, 2022

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This bulletin supersedes Technical Service Bulletin (TSB) 08-093-21, date of issue May 22, 2021, which should be removed from your files. All revisions are highlighted with **asterisks**** and include updating the overview.**

SUBJECT:

UAS, UAQ, UCS, UAV, UCV and UCQ 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. This is part of a two step FOTA update, first update brings software level to 22.61 and this second FOTA update will take the software to 22.64. National launch for this second step is May 24, 2021. ****Some Canadian vehicles will be going from 22.61 to 22.65 with national launch started on March 24, 2022.****

MODELS:

2018 - 2019	(JL)	Jeep Wrangler
2018 - 2020	(MP)	Jeep Compass
2018	(BU)	Jeep Renegade
2019	(BV)	Jeep Renegade
2018	(DJ)	RAM 2500 Pickup
2018	(D2)	RAM 3500 Pickup
2018	(DD)	RAM 3500 Cab Chassis
2018	(DP)	RAM 4500/5500 Cab Chassis
2018 - 2019	(DS)	RAM 1500 Pickup
2019	(DT)	RAM 1500 Pickup
2018	(DF)	RAM 3500 <10K Cab Chassis
2018 - 2019	(LA)	Dodge Challenger
2018 - 2019	(LD)	Dodge Charger
2018 - 2019	(LX)	Chrysler 300
2018 - 2019	(WD)	Dodge Durango
2018 - 2019	(WK)	Jeep Grand Cherokee
2019 - 2020	(KL)	Jeep Cherokee
2018 - 2019	(RU)	Chrysler Pacifica

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

NOTE: This bulletin applies to vehicles equipped with one of the following radios:

- Uconnect 4C NAV With 8.4 Display (Sales Codes UAQ, UCQ, UAV or UCV).
- Uconnect 4C With 8.4" Display (Sales Codes UAS or UCS).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- Navigation is incorrect or can not calculate route.
- GPS locations is inaccurate.
- Uconnect radio apps are all inoperable.
- Backup camera screen is blue (DT and KL).
- Green horizontal lines appear across screen (DT and KL).
- Anti-theft code request message.
- Backup camera screen is blank.
- Lines appear across screen.
- Radio control screen is blank or locked.
- Radio reset intermittently.
- Unable to adjust audio volume.
- Unable to switch modes between AM, FM, SAT or Media.

In addition the following enhancements are included in this update:

- Carplay® connectivity improvement.
- Improvement to Bluetooth® phone pairing.
- Bluetooth devices unresponsive.
- Improved sound quality when using a Bluetooth phone.

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: The customer may notice that they may have two different updates very close to one another. Depending on the vehicle software level it may take up to two update to bring it to 22.64 **or 22.65.**

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.

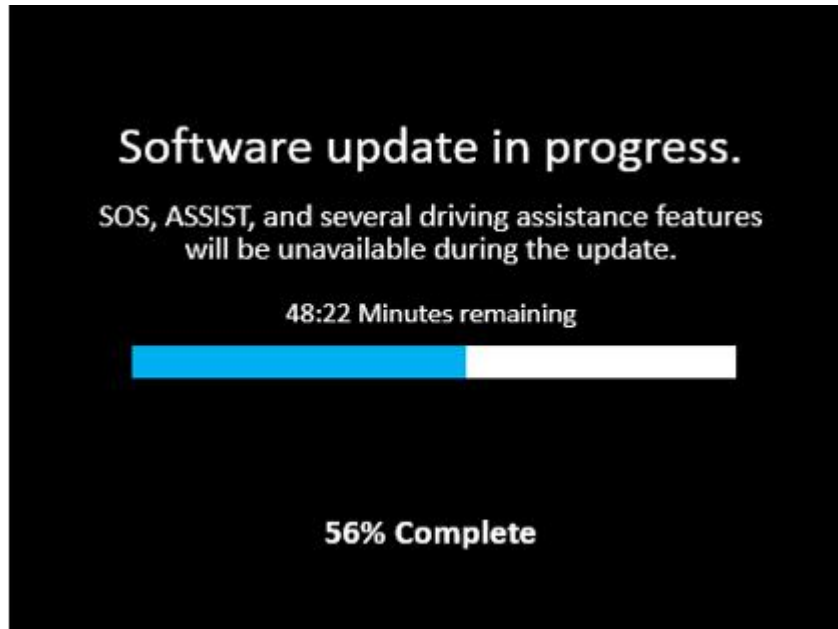


Fig. 3
Update In Progress Screen

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



Fig. 4
Confirmation Screen

POLICY:
Information Only