

REFERENCE:	TSB: 08-229-22 GROUP 08 - Electrical	Date:	December 9, 2022	REVISION:	-
VEHICLES AFFECTED:	<p>2018 - 2019 (LA) Dodge Challenger 2018 - 2019 (LD) Dodge Charger 2018 - 2019 (LX) Chrysler 300 2018 - 2019 (DS) RAM 1500 Pickup 2018 - 2019 (DJ) RAM 2500 Pickup 2018 - 2019 (DD) RAM 3500 Cab Chassis 2018 - 2019 (DF) RAM 3500 <10K Cab Chassis 2018 - 2019 (DP) RAM 4500/5500 Cab Chassis 2018 - 2019 (RU) Chrysler Pacifica 2018 - 2019 (MP) Jeep Compass 2018 - 2019 (WD) Dodge Durango 2018 - 2019 (WK) Jeep Grand Cherokee 2019 (DT) RAM 1500 Pickup 2018 (BU) Jeep Renegade 2019 (BV) Jeep Renegade 2019 (KL) Jeep Cherokee</p> <p>This bulletin applies to vehicles equipped with one of the following radios:</p> <ul style="list-style-type: none"> • Uconnect 4C NAV With 8.4 Display (Sales Codes UAQ, UCQ, UAV or UCV). • Uconnect 4C With 8.4 Display (Sales Codes UAR, UCR, UAS or UCS). 	MARKET APPLICABILITY:			
		<input checked="" type="checkbox"/> NA		<input type="checkbox"/> MEA	
		<input type="checkbox"/> SA		<input type="checkbox"/> IAP	
		<input type="checkbox"/> EE		<input type="checkbox"/> CH	
CUSTOMER SYMPTOM:	<ul style="list-style-type: none"> • Wi-Fi hotspot connection not working. • No internet connection message on the phone when trying to connect to a device. 				
CAUSE:	Radio Software				

REPAIR SUMMARY:

This bulletin provides information regarding the latest Firmware 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 IR22.64 and IR22.65 to IR22.66. The national launch for the FOTA is expected to begin on January 09, 2023.

DISCUSSION:

Vehicles 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 customer 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” Technical 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.

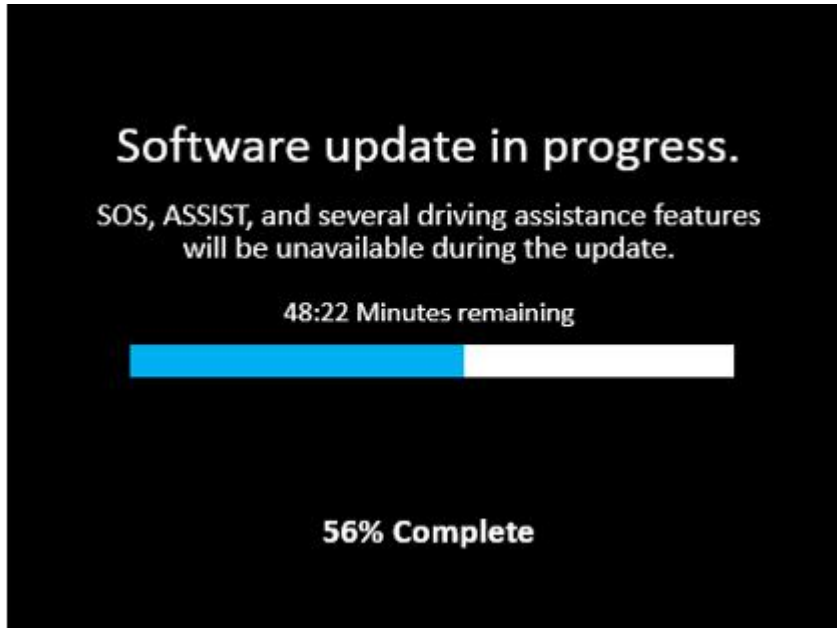


Fig. 3
Update In Progress Screen

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



Fig. 4
Confirmation Screen

POLICY:
Information Only

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