# STELLANTIS
### PARTS & SERVICES

# Technical Service Bulletin (TSB)
## UAV and UCV Radio Enhancements

| REFERENCE: | TSB: 08-234-22<br>GROUP 08 - Electrical | Date: | December 16, 2022 | REVISION: | 08-138-21 and 08-105-21 REV. A |
|---|---|---|---|---|---|

| VEHICLES AFFECTED: | **2019 - 2021 (DJ) RAM 2500 Pickup**<br>**2019 - 2021 (D2) RAM 3500 Pickup**<br>**2019 - 2021 (DD) RAM 3500 Cab Chassis**<br>**2019 - 2021 (DF) RAM 3500 <10K Cab Chassis**<br>**2019 - 2021 (DP) RAM 4500/5500 Cab Chassis**<br>**2019 - 2021 (DT) RAM 5500 Pickup**<br>**2018 - 2020 (RU) Chrysler Pacifica**<br>**2019 - 2022 (WK) Jeep Grand Cherokee**<br><br>**NOTE:This bulletin applies to vehicles equipped with a Uconnect 4C Nav With 8.4" Display radio (Sales Codes UAV or UCV).** | MARKET APPLICABILITY:<br>☒NA ☐IAP<br>☐EE ☐MEA<br>☐SA ☐CH |
|---|---|---|

| CUSTOMER SYMPTOM: | **Customers may experience one or more of the following:**<br><br>• \*\*Wi-Fi hotspot connection failure.<br>• Speaker popping, crackle noise during Voice Recognition (VR) response and navigation guidance.<br>• Mobile Station Integrated Services Digital Network (MSISDN) missing from radio, no connected services working.\*\*<br>• Lost radio presets.<br>• SXM® favorite song not displaying/playing.<br>• Incorrect navigation address/location/directions.<br>• Lost navigation settings.<br>• SXM icon inoperative (D-Truck).<br>• Radio display screen is black when the ignition is on (Rear View Camera (RVC) not affected (D-Truck)).<br>• Radio freeze intermittent (RVC not affected (D-Truck))..<br>• Wireless connectivity pair or connection issue (D-Truck).<br>• Radio channel changes by itself (D-Truck).<br>• Backup camera has black display screen, or Only displays ″Check Entire Surroundings″ with black screen (occurs when vehicle is shifted immediately to reverse upon key-on before RVC signal is received, recoverable with key cycle) (D-Truck) .<br>• High pitch chime noise (D-Truck).<br>• Contact list not loading (D-Truck).<br>• "Device Not Supported" message (D-Truck).<br>• Remote app inoperative (D-Truck).<br>• Travel-Link fuel price incorrect (D-Truck).<br>• Backup camera gridlines missing (D-Truck).<br>• Unable to adjust volume (D-Truck).<br>• Radio may reset/reboots, turn itself off and then back on again (D-Truck).<br>• High pitch squeal, pop or humming sound coming from all of the speakers (WK RU Only).<br>• Radio display screen is black, intermittent (RVC not affected (WK RU Only)).<br>• Radio freeze intermittent (RVC not affected (WK RU Only)).<br>• Navigation stuck on loading screen or not appearing at all (WK RU Only).<br>• Radios resets when a wireless connectivity paired phone receives two text messages one after another simultaneously after approximately seven seconds. (ABD sales code).<br>• Speaker crackling noise on non amplified vehicles (WK RU, UAV Only).<br>• Active call not transferred to vehicle wireless connectivity (WK RU, UAV Only).<br>• Voice Recognition (VR) not understanding commands to switch sources (WK RU, UAV Only). |
|---|---|

|  | • Wireless connectivity phonebook not available (WK RU, UAV Only).<br>• "Setting" button removed after ignition cycle (UAV Only).<br>• Coolant temperature value incorrect (UAV Only).<br>• Speaker crackling noise.<br>**In addition, the following enhancement are included in this update:**<br><br>• Wireless connectivity improvements.<br>• VR improvements.<br>• Improve Navigation zoom and scrolling feature on map.<br>• Heavy Duty (HD) Truck USB HUB improvements.<br>• HD Truck heated steering wheel improvements. |
|---|---|
| **CAUSE:** | **Radio software** |

**This bulletin supersedes Technical Service Bulletins (TSBs) 08-138-21, date of issue August 20, 2021 and 08-105-21 REV. A, date of issue September 17, 2021, which should be removed from your files. This is a complete revision. The revision is combining two old actions to update vehicles with SW older than 22.64 to make them ready for a new set of updates SW which is included in this bulletin. New SW update symptoms are highlighted with asterisks**

## REPAIR SUMMARY:

This bulletin involves inspecting and if required, updating the radio software level to 40.1. Depending on the radio's current software level the radio may need a one or two USB update.

## CLAIMS DATA:

| Labor Operation No: | Labor Description | Skill Category | Labor Time |
|---|---|---|---|
| 18-60-03-96 | Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) UAV Radio 40.1 SW (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 18-60-03-97 | Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) UAV Radio 28.3 SW (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 18-60-03-98 | Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) UCV Radio 40.1 SW (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 18-60-03-99 | Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) UCV Radio 28.3 SW (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 18-60-03-9A | Radio, Inspect Software Level and Perform Software Update (**One Step** Update) (0 - Introduction) | 6 - Electrical and Body Systems | 0.6 Hrs. |
| 18-60-03-9B | Radio, Inspect Software Level and Perform Software Update (**Two Step** Update) (0 - Introduction) | 6 - Electrical and Body Systems | 1.1 Hrs. |
| Failure code | CC | Customer Concern | |

**The dealer must use failure code CC with this Technical Service Bulletin.**

- If the customer's concern matches the SYMPTOM identified in the Technical Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/ Service Library, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition listed above perform the Inspection Procedure.

**INSPECTION:**

**CAUTION! The repair procedure must be followed step by step. If the radio is not updated with the correct software level at the correct time the radio can be damaged. If the radio was damaged by not following the repair procedure the radio may need to be replaced.**

1. Verify the radio software version. Radio must be in Dealer Mode to verify by following these steps:

   a. Press and hold both lower corners of the display screen, until the Dealer Mode screen appears (approximately seven seconds). Release screen.

   b. Select "Radio Part Information". The software version will be listed next to "Application Version" (Fig. 1) .



**Fig. 1**
**Radio Software Level Screen**

2. What is the radio software level (Application Version) at?

   - 40.1 or higher >>> The radio software is already up to date. Normal diagnostics should be performed.
   - At or above 22.64 and under 40.1 >>> The radio will only need one USB update. Proceed to Step 1 of the Repair Procedure.

**CAUTION! If this software is used on a radio with software level under 19.9, it could damage the radio. If the radio is damaged it may need to be replaced. Updating the radio directly from software level IR-19.9 to QR-40.1 will cause the radio to be damaged and it will need to be replaced. Always remember to properly perform the two step update if required.**

   - At or above 19.9 and under 22.64 >>> The radio will need two USB updates. Proceed to Step 1 of the Repair Procedure.

**REPAIR PROCEDURE:**

**NOTE:** **Before and after any single phase of update is MANDATORY to take a Vehicle Scan Report by wiTECH. Scan reports can be requested during warranty claim assessment; failing to show them can result in refusing to pay the warranty claim**

1.  Using wiTECH create a Vehicle Scan Report and save a copy to the work order.

2.  Has a **4GB** USB flash drive(s) been created?

    -   YES >>> Proceed to Step 9.
    -   NO >>> Proceed to Step 3.

**NOTE:** **When downloading the software file from the Uconnect site, always select the MAC version, regardless of the computer being used.**

3.  Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.

**NOTE:** **If the software cannot be downloaded, make sure you have proper security access. If not, have the Service Manager or Shop Foreman download the software update.**

4.  Use one blank USB flash drive with at least 4GB of space for each software update. Follow the on-screen instructions to download the software files.

5.  Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads (Fig. 2) .
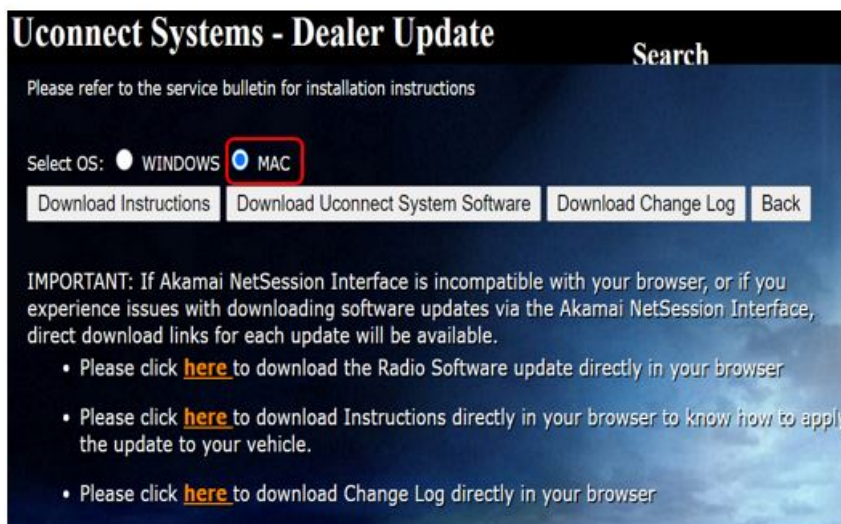


**Fig. 2**
**MAC Download Steps**

6. Be sure to download the file to your designated folder before extracting the zip file to the blank USB flash drive.

NOTE: **A blank USB flash drive will be needed for each radio update, additional updates cannot be on the same USB flash drive.**

7. Unzip the file to the root folder of USB flash drive. File should not be within a zip folder. Your USB file should look like (Fig. 3) when you open it.
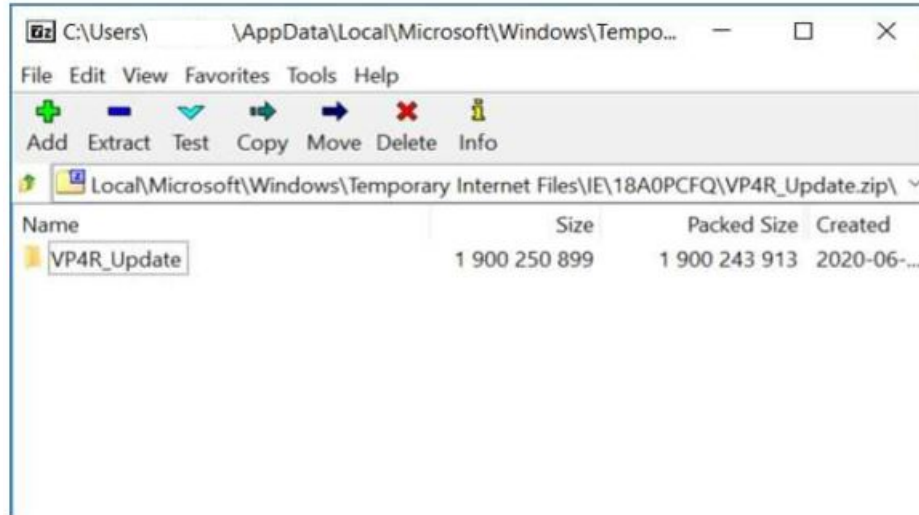


**Fig. 3**
**Files/Folders In The USB Flash Drive**

8. Once the file is extracted to the USB flash drive, it's recommended to label the USB flash drive with the bulletin number and proper software level.

9. Start the vehicle and insert the correct USB flash drive with new software into the USB port.

CAUTION! **Make sure no other device is plugged into any of the USB ports while performing this update. If other devices are connected to USB ports during re-programming, it may cause failure of files to be loaded which may cause the radio to need replacement.**

10. If the screen in (Fig. 4) is displayed, the USB flash drive was not set up correctly. Use a top name brand USB flash drive, like Kingston, create a new USB flash drive and start the update again.



**Fig. 4**
**Software Not Compatible Screen**

11. If the radio software is already up to date, the screen in (Fig. 5) will be displayed. Press "OK" and remove the USB flash drive.
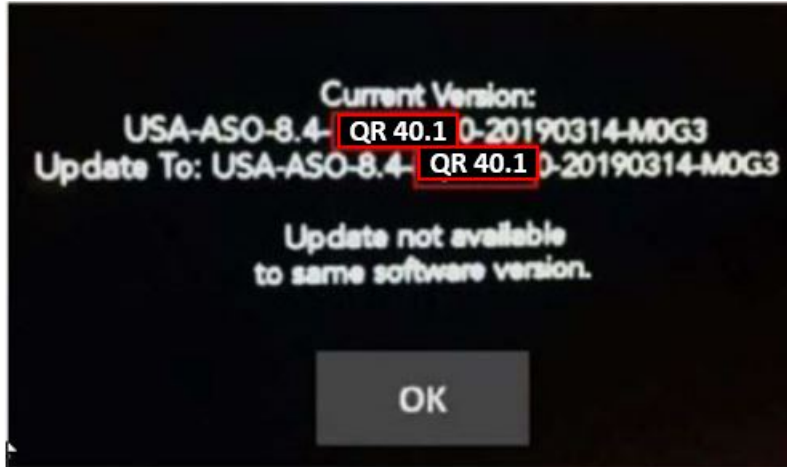


**Fig. 5**
**Screen Displayed When Radio Software Level Is Up To Date**

**NOTE: If the ignition is turned off before the two minutes has expired, the software update will be canceled. The ignition does not have to be turned off to perform this updated. (Fig. 7) .**

12. Once the system has verified there is an available update, press the "Update Now" button. Make sure the vehicle is in park, **DO NOT turn off the ignition** (Fig. 6) .
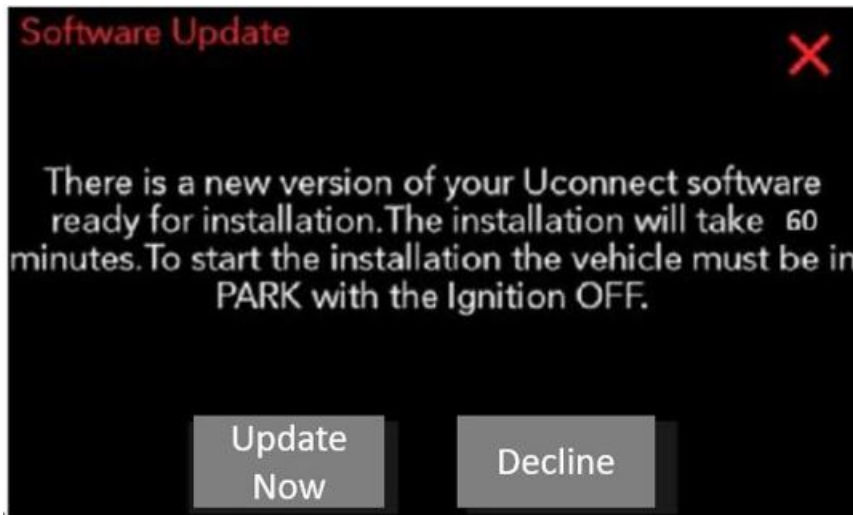


**Fig. 6**
**Software Update Is Available**

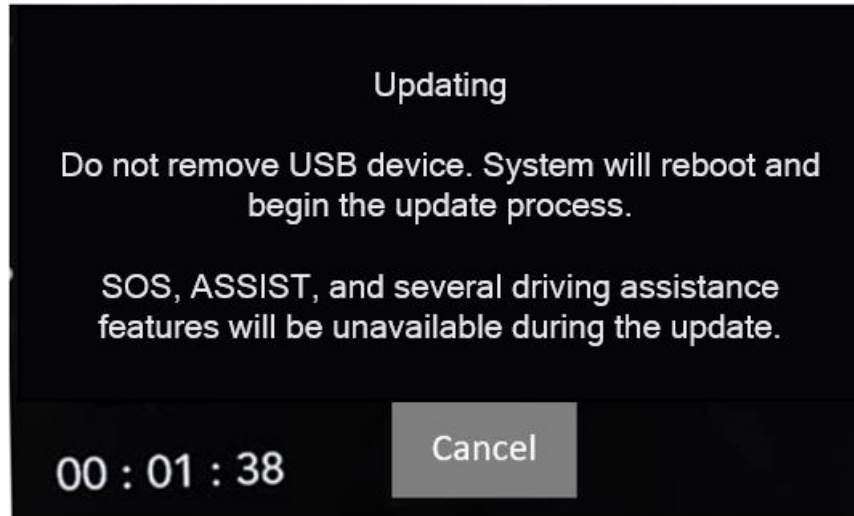13. When the radio starts updating, the screen in (Fig. 7) will be displayed.



**Fig. 7**
**Updating Screen**

14. The radio will reboot and the update will begin. The update should only take 25 minutes, the timer on the screen may display the incorrect time remaining, (Fig. 8) .

**NOTE: The completion indicator may not reach 100%, even though the software update has been completed. Once the software update has finished, the radio and display screen will turn off.**
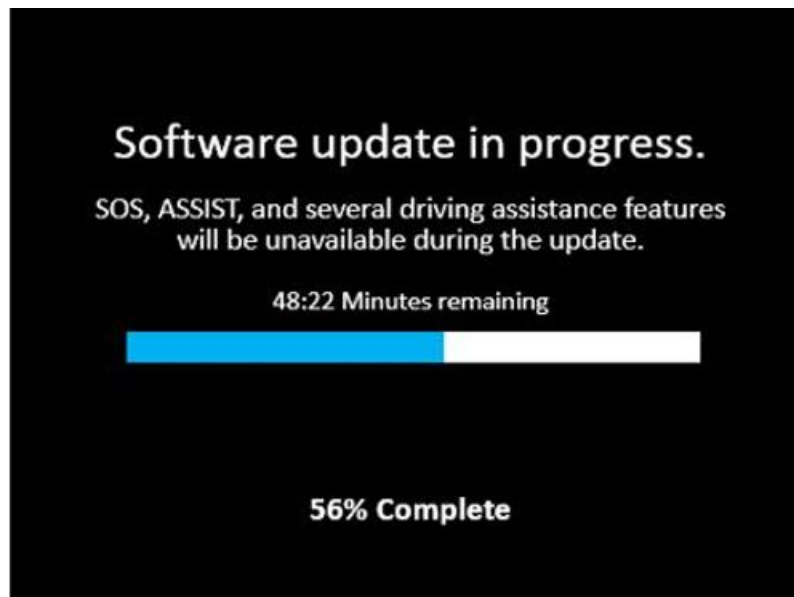


**Fig. 8**
**Software Update In Progress**

15. After the update has completed, the radio will shut down. With the USB flash drive still inserted in the USB port, cycle the ignition back (if it was turn off) to the run position. If the radio software was updated correctly the "Current Version:" and the "Update To:" software levels in (Fig. 9) will display the identical software level. Press "OK" and remove the USB flash drive.
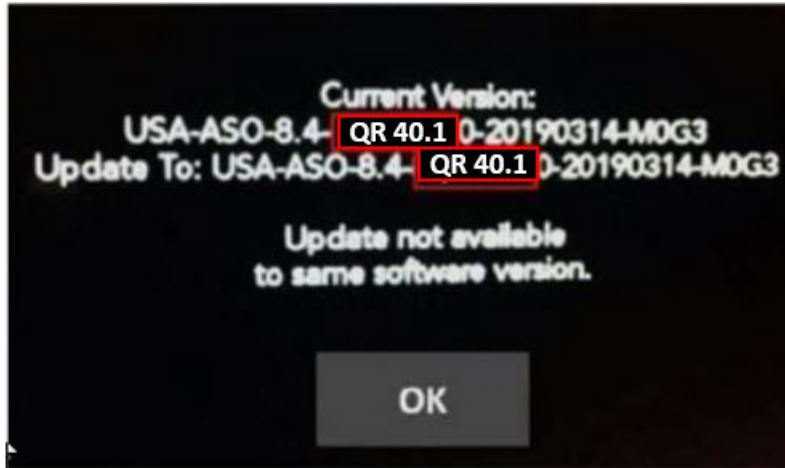


**Fig. 9**
**Radio Software Has Been Updated**

16. What is the radio software level at?
   - 28.3 >>> Radio still need one more USB flash drive update. Proceed to Step 1.
   - 40.1 >>> Radio update is complete. Proceed to Step 17.

17. Cycle off the ignition, open and close the driver door and let all modules go into a sleep mode.

18. Check if the navigation is working properly by pressing the 'Nav' button on the bottom tool bar. Verify the navigation map loads properly.

19. If the radio or navigation software didn't update properly or the navigation map doesn't load, attempt the software update one more time. If the software doesn't update properly or the navigation doesn't work, the radio may need to be replaced.

20. Using wiTECH, clear all DTCs that may have been set in any module due to reprogramming.

21. Using wiTECH create another Vehicle Scan Report and save a copy to the work order.

**POLICY:**
Reimbursable within the provisions of the warranty.