



**NUMBER:** 08-142-22

**GROUP:** 08 - Electrical

**DATE:** July 13, 2022

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**SUBJECT:**

Global Telematics Box Module (TBM2) Flash 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.

Estimated National launch date for 1st FOTA update is expected on 07/22/2022. 2nd FOTA 1-2 weeks after 1st FOTA completes:

- 1st step from 3.8i to 3.8j2+ and 2nd step 3.8j2+ to 4.30.
- No dealership visit required, send 2 step TBM updates over the air.

**MODELS:**

2020 - 2022	(BV)	Jeep Renegade
2020 - 2022	(GA)	Alfa Romeo Giulia
2020 - 2022	(GU)	Alfa Romeo Stelvio

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

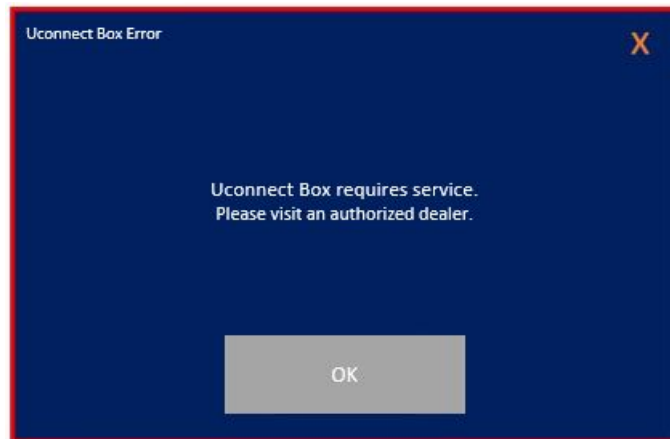
**NOTE:** This bulletin applies to the following vehicles:

- BV vehicles built on or after July 08, 2019 (MDH 0708XX) equipped with a Telematics Box Module (Sales Code RDG).
- GA vehicles built on or after August 06, 2019 (MDH 0806XX) equipped with a Telematics Box Module (Sales Code RDG).
- GU Vehicles built on or after August 02, 2019 (MDH 0802XX) equipped with a Telematics Box Module (Sales Code RDG).

**SYMPTOM/CONDITION:**

Customers may experience one or more of the following:

- Message displayed on the radio screen, "Uconnect Box requires service. Please visit an authorized dealer." (Fig. 1) .



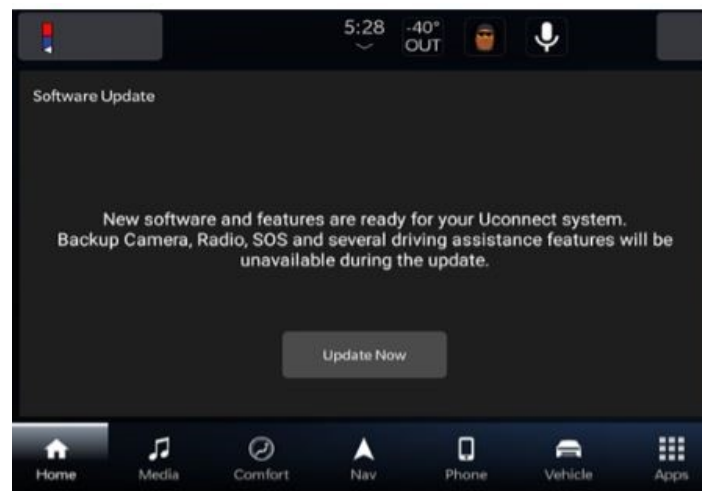
**Fig. 1**  
**Error Message**

- Remote operation is not working.
- If the vehicle's ignition is off state more than 7 days and less than 21 days, Remote ops do not work.
- Vehicle info is not working (or vehicle info is not giving correct information).
- Vehicle finder is not working.

**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 a built-in cellular modem in the vehicle. Customers will see a notification on their radio screen when new software is available for their radio (Fig. 2) . 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.**

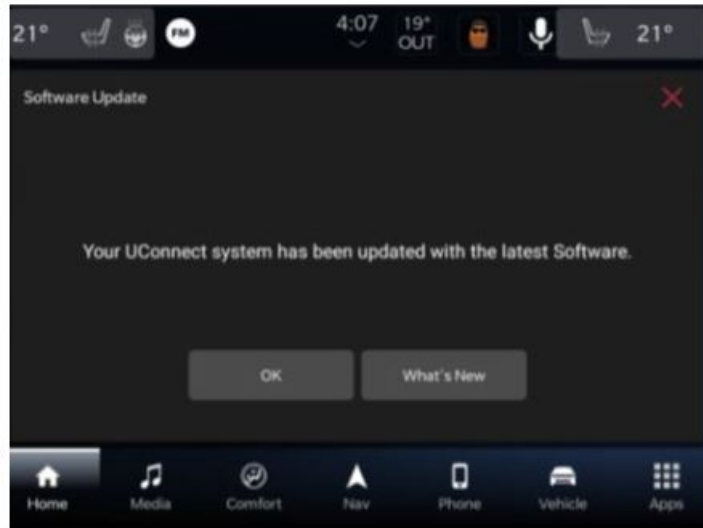


**Fig. 2**  
**Software Acceptance Screen**

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. 3) .



**Fig. 3**  
**Software Update Confirmation Screen**

**POLICY:**  
Information Only