



NUMBER: 08-214-22

GROUP: 08 - Electrical

DATE: November 24, 2022

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SUBJECT:

Radio Over The Air Updates to JR34.3/JR34.4 and JR34.41

OVERVIEW:

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 version JR30.21/30.22/30.24/30.25/33.3/33.3RM/34.1/34.1RM/34.2/34.2RM and 34.23 will be updated to JR34.3/ JR34.4 and JR34.41.

NOTE: The national launch for the FOTA is expected to begin December 12, 2022.

MODELS:

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

NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

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

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

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- Blank screen with audio on startup (rear view camera still operable).
- Radio displaying wrong battery power usage values in power flow screen.
- The power flow display screen in the radio display does not show graphics for the rear wheels.
- Navigation stuck loading.
- App manager inop - error message "Some Apps Are Currently Unavailable".
- Wireless connectivity pairing not successful pop-up is displayed at each ignition on. Wireless connectivity not pairing.
- Voice Recognition (VR) crash with error message "Initializing VR please wait".
- Power usage displays sometimes shows a "0" before the actual value (Engine 022kW).
- Incorrect "Service Park Brake" message when engaging parking brake.
- Navigation will not save home address.
- Projection mode prompts are defaulted to "0" Volume.
- Loss of SXM® presets after remote starting through Uconnect app.
- Wireless connectivity connection is not reestablished after ending ASOS call.
- Time does not match Navigation screen time.
- Unable to change cluster language.
- Cannot turn on seat or steering wheel heat in the radio.
- VR does not recognize contact names.
- "Show Speed Limit" and "Real Time Traffic" displaying as default.
- Active call audio not transferring to radio after connecting phone as a favorite.
- Launch control shows "0" while system is set at 90%.
- Cannot send text to contact in recent history.
- Radio does not turn off after performing two or more hard resets.
- Radio and cluster show different audio data when using USB connection.
- VR not taking commands after saying "Switch to media".
- Settings icon lost after ignition cycle.
- Two Carplay® icons showing in app drawer with one missing text.
- Radio displays estimated time to complete charge as 00 Hr and 00 Min.
- Route options in Navigation Guidance Settings not persistent.
- Vehicle user guide will not launch.
- Vehicle charging does not reflect in the NGUAA app.

DISCUSSION:

Vehicles sold in the U.S. 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.

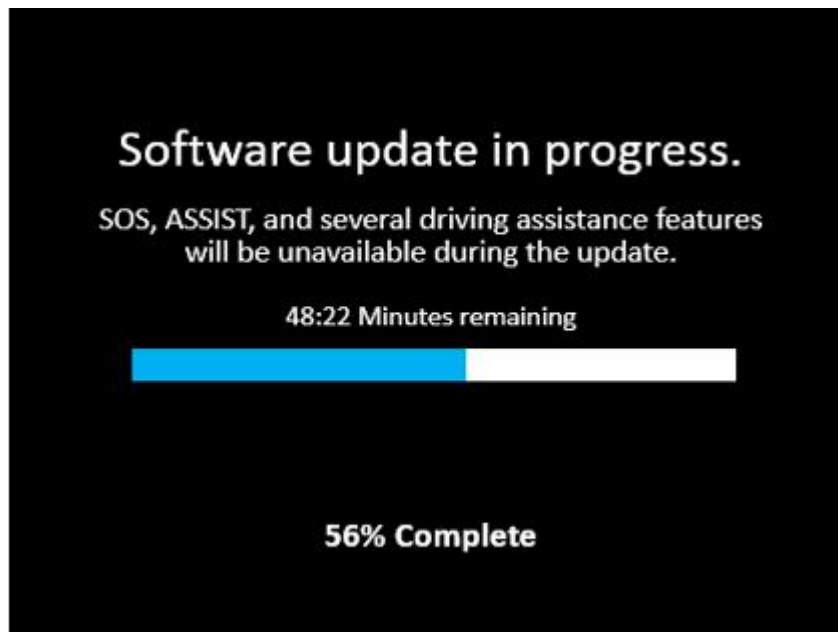


Fig. 3
Update In Progress Screen

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



Fig. 4
Confirmation Screen

POLICY:
Information Only