Technical Service Bulletin (TSB)
UGV UJV UKV and UCV Radio Enhancements

REFERENCE:	TSB: 08-010-23 GROUP 08 - Electrical	Date:	January 14, 2023	REVISION:	08-035-19 REV. A

VEHICLES AFFECTED:	2018 (RU) Chrysler Pacifica **NOTE: This bulletin applies to vehicles equipped with an Uconnect 4NAV With 8.4″ Display (Sales Codes UJV, UGV, UDV or UKV) with 760 Watt Amplifier (Sales Code RDH) or 506 Watt Amplifier (Sales Code RFD).**	MARKET APPLICABILITY: ☐NA ☒IPA ☒EE ☒MEA ☒SA ☒CH

CUSTOMER SYMPTOM:	Customers may experience one or more of the following: - Arabic language missing **(UJV only)**. - Russian language missing **(UGV only)**. - PHEV vehicles may intermittently not charge when using the scheduled charging feature instead of "Charge Now" button. - When shifting to reverse, the radio displays blue/black lines instead of the rear view camera and is followed by a reset. - Radio stays on with key "OFF" and drains battery. - Wi-Fi feature cannot be renewed after the trial period has expired. - Radio reboots multiple times when a Samsung J-7® phone is connected for charging only. - Audio System starts up with the anti-theft screen. - Radio processor freezes while the navigation screen is loading.

CAUSE:	Radio software

This bulletin supersedes Technical Service Bulletin (TSB) 08-035-19, date of issue June 05, 2019, which should be removed from your files. All revisions are highlighted with **asterisks** and include additional note.

NOTE: ** This bulletin was updated to remove all information regarding US and Canadian radios. The radio Sales Codes (UAR and UCR) and symptoms have been removed from this service bulletin.**

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 18-052. All applicable Sold and Un-Sold RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RSU will expire 18 months after the date of issue.

REPAIR SUMMARY:

This bulletin involves inspecting and if required, updating the radio software level to:

- UJV or UGV - 21.9
- UDV or UKV - 19.11

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-02-ZW	Create USB Jump Drive from Uconnect Website for UJV Radio (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	1.1 Hrs.
18-60-02-ZX	Check Radio Software Level and Perform Software Update (Sales Code UJV Only) (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-YX	Create USB Jump Drive from Uconnect Website for UGV Radio (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.9 Hrs.
18-60-02-YY	Check Radio Software Level and Perform Software Update (Sales Code UGV Only) (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-TJ	Create USB Jump Drive from Uconnect Website for UDV Radio (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-TH	Check Radio Software Level and Perform Software Update (Sales Code UDV Only) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-02-TF	Create USB Jump Drive from Uconnect Website for UKV Radio (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-TE	Check Radio Software Level and Perform Software Update (Sales Code UKV Only) (0 - Introduction)	6 - Electrical and Body Systems	0.3 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:

1. Verify the radio software version. Radio must be in Dealer Mode to verify. To put the radio in Dealer Mode, follow these steps:
   a. Press and hold both lower corners of the display screen, until the Dealer Mode screen appears (approximately seven seconds). Release buttons.
   b. Select "Radio Part Information". The software level will be listed next to "Application Version".
2. Is the radio software level ("Application Version") currently at or higher than (Fig. 1) ?

   - UJV, or UGV - 21.9
   - UDV or UKV - 19.11

   - YES >>> The radio software is already up to date. This bulletin has been completed. Normal diagnostic need .
   - NO >>> The radio software needs to be updated. Back out of Dealer Mode and proceed to Step 1 of the Repair Procedure.

Fig. 1
Radio Software Level Screen

REPAIR PROCEDURE:

1. Has a **16GB** USB flash drive been created?

   - YES >>> Proceed to Step 10.
   - NO >>> Proceed to Step 2.

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

2. 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.

3. Use a blank USB flash drive with at least 16GB of space. Follow the on-screen instructions to download the software files.

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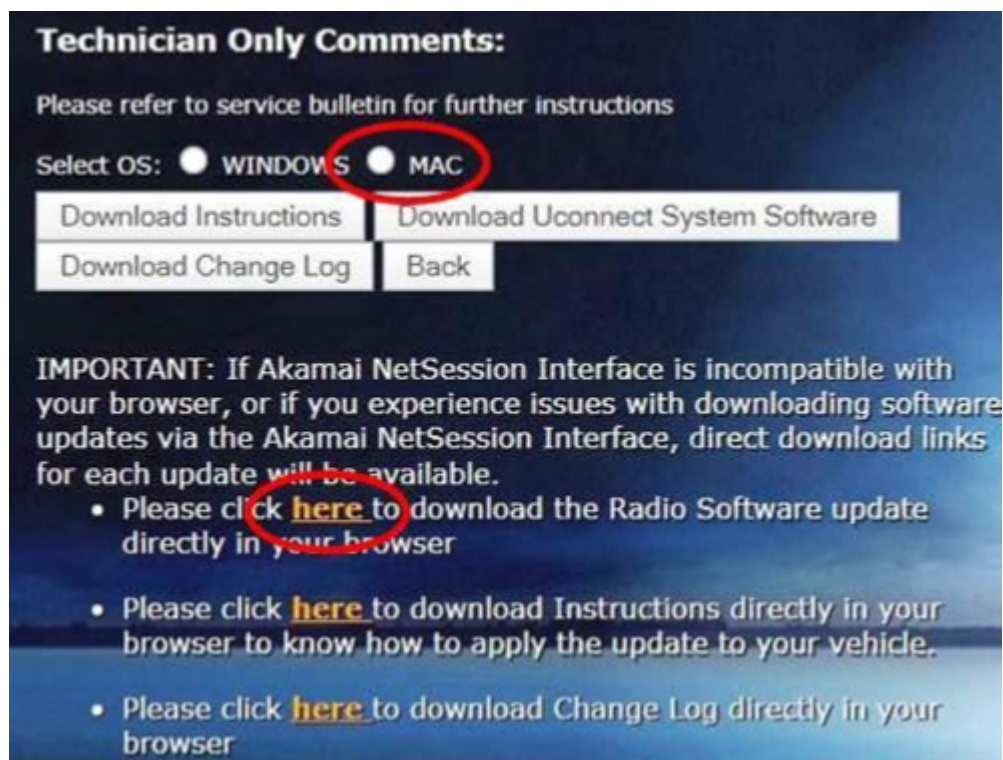
Fig. 2
MAC Download Steps

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

6. A blank USB flash drive will be needed for each radio update. Additional updates can not be on the same USB flash drive.

7. Extract the downloaded zip file to the designated USB flash drive (Fig. 3) and (Fig. 4) .

    NOTE: It may take a few minutes for an accurate extraction time to be displayed.
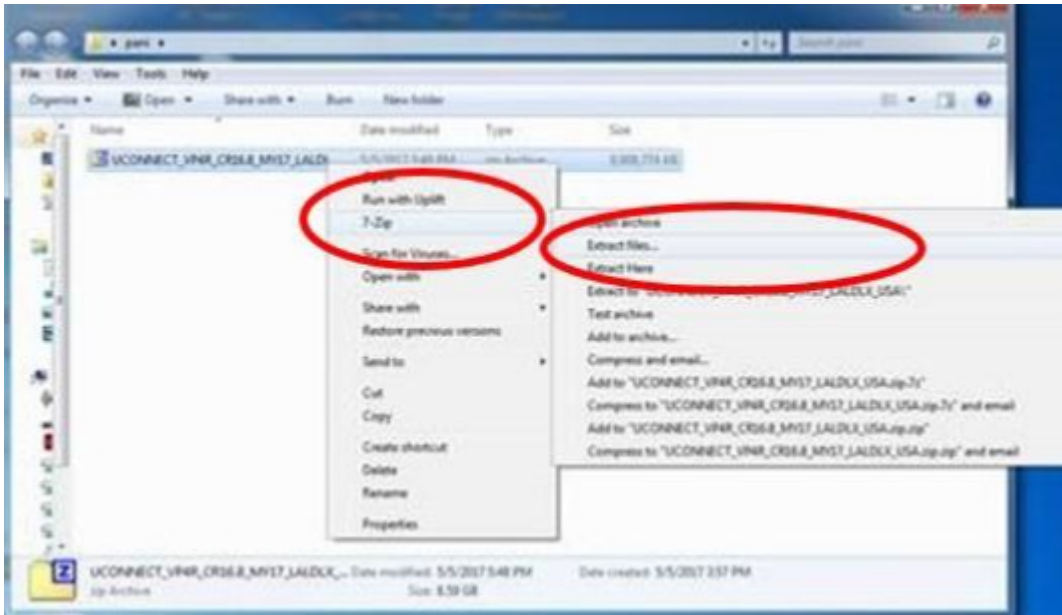

Fig. 3
Zip File Extraction

Fig. 4
Saving File To USB

NOTE: DO NOT remove the USB flash drive during the update.

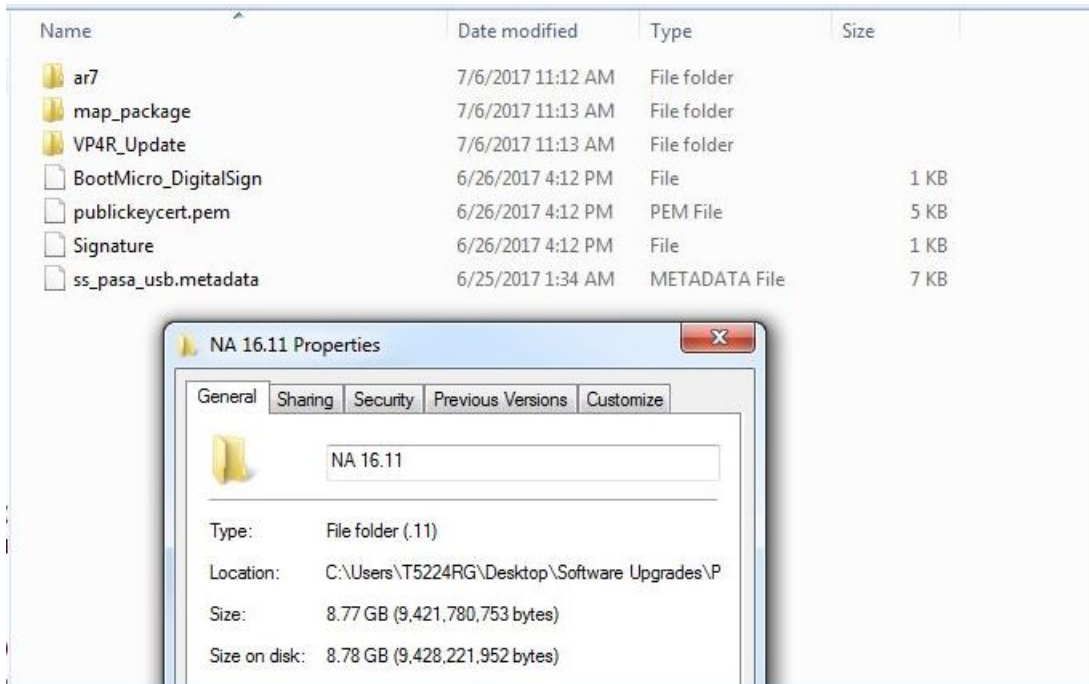8. Verify the content on the flash drive matches (Fig. 5) for Navigation equipped radios

Fig. 5
navigation Radio Files

9. Once the file is extracted to the USB flash drive, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Codes.

10. Place the ignition to the "RUN" position 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 re-program. 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.

11. If the screen in (Fig. 6) is displayed, the USB flash drive was not set up correctly. Use a top name brand USB flash drive and create a new flash drive and start the update again.

Fig. 6
Software Not Compatible

NOTE: Do not turn off the ignition until the two minute timer has expired, as seen in (Fig. 8) .

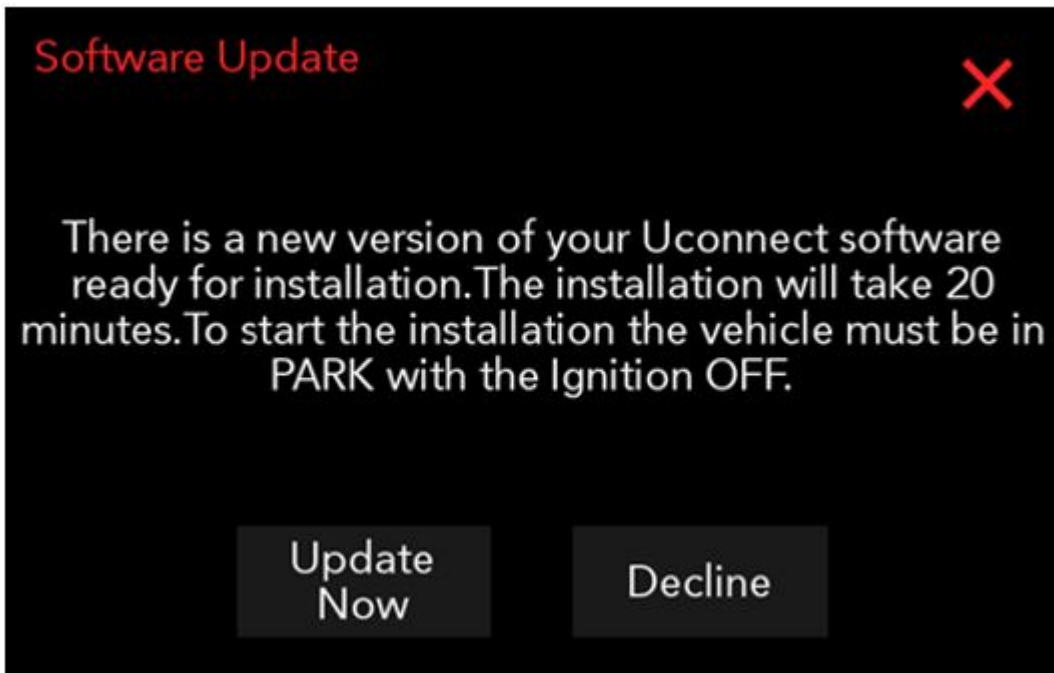12. Once the system has verified there is an available update, touch the "Update Now" button. Make sure the vehicle is in park. **Do NOT turn off the ignition at this point,** (Fig. 7) .

Fig. 7
Software Update Is Available

13. The ignition can be turned to the off position **after** the two minute timer has expired. The ignition can be cycled to the run position to monitor update status, (Fig. 8) .
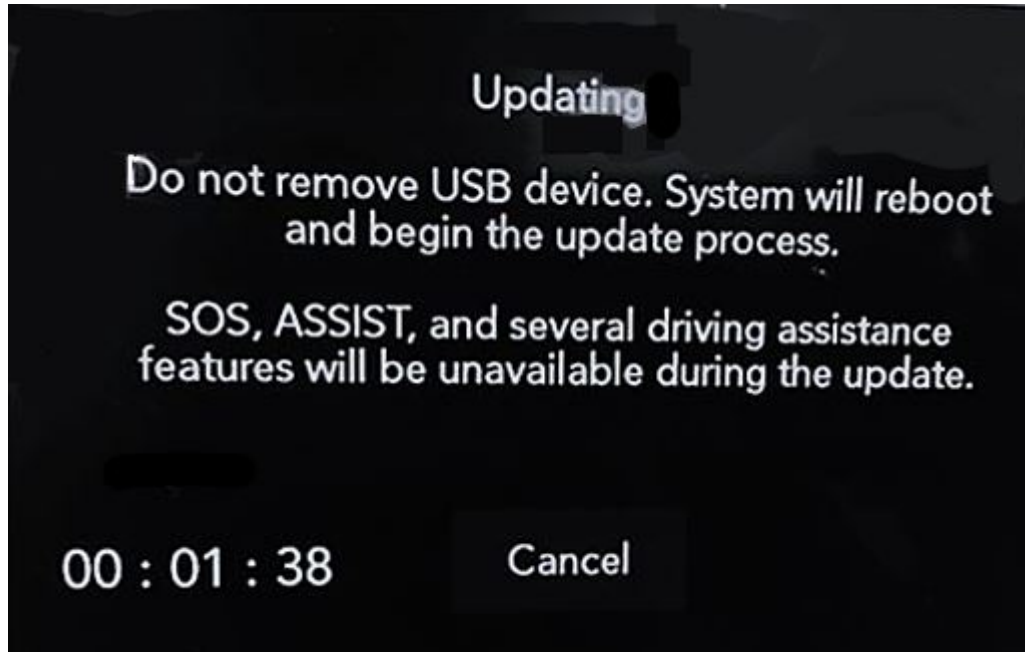

Fig. 8
Radio Update Process Begins

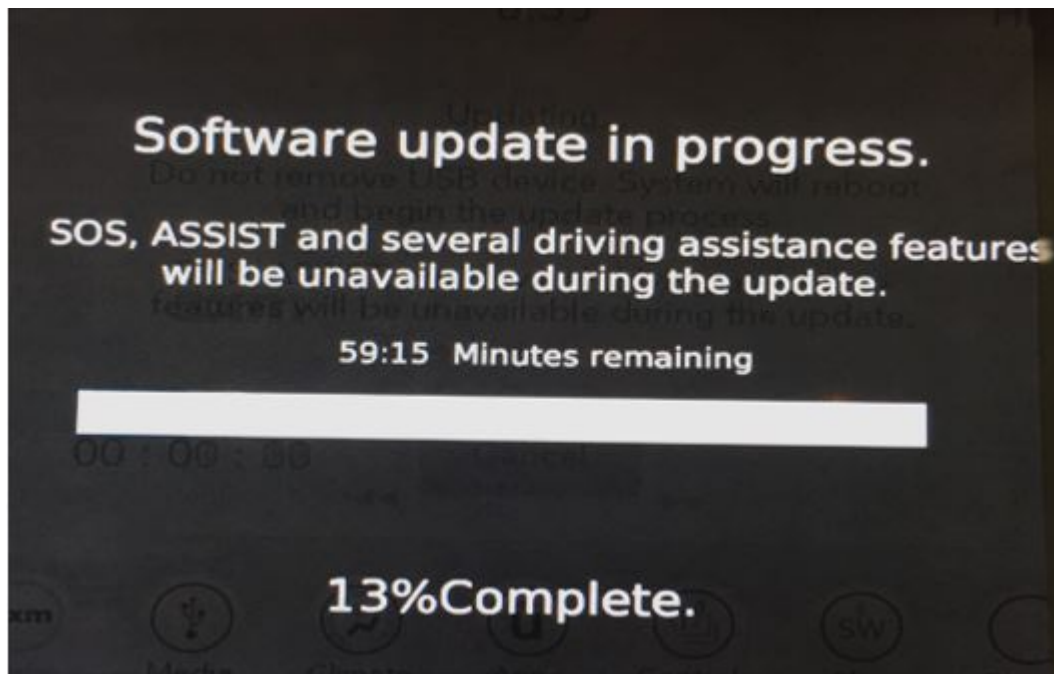14. The radio will reboot and the update will begin (Fig. 9) .

Fig. 9
Software Update In Progress

15. Once the update has completed, the radio will reboot. With the USB flash drive still inserted in the USB port and the ignition in the "RUN" position, the screen in (Fig. 10) will be displayed. Press "OK" and remove the USB flash drive.
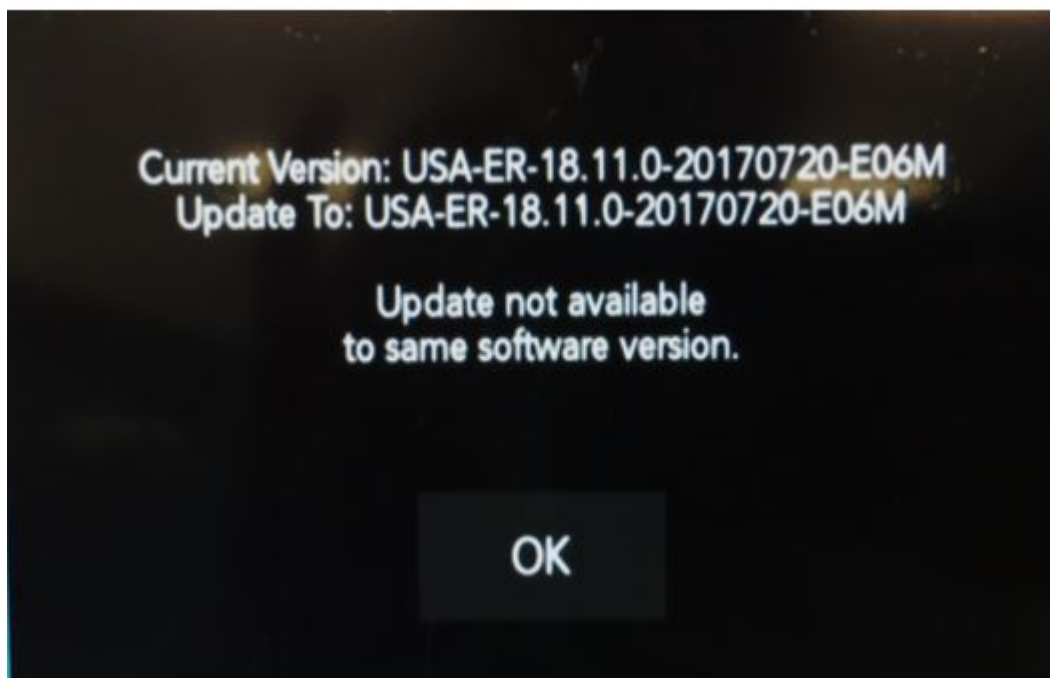

Fig. 10
Software Levels (The Figure Is For Reference Only.

16. Press the Nav icon at the bottom of the touchscreen. Verify that the Navigation menu comes up on the screen.
17. Using wiTECH, clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

NOTE: The vehicle may require a 40 minute sleep cycle to return to full functionality.

POLICY:
Reimbursable within the provisions of the warranty.