

Technical Service Bulletin (TSB)
UAR and UCR Radio Enhancements

REFERENCE:	TSB: 08-009-23 GROUP 08 - Electrical	Date:	January 14, 2023	REVISION:	08-035-19 REV. A
VEHICLES AFFECTED:	2018 - 2020 (RU) Chrysler Pacifica NOTE: This bulletin applies to vehicles equipped with a Uconnect 4 With 8.4" Display (Sales Codes UAR or UCR).			MARKET APPLICABILITY: <input checked="" type="checkbox"/> NA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> MEA <input type="checkbox"/> SA <input type="checkbox"/> CH	
CUSTOMER SYMPTOM:	<p>Customers may experience one or more of the following:</p> <ul style="list-style-type: none"> • **Wi-Fi hotspot connection failure. • Speaker popping, crackle noise during Voice Recognition (VR) response. • Mobile Station Integrated Services Digital Network (MSISDN) missing from radio, no connected services working.** • Lost radio presets. • High pitch chime noise. • Contact list not loading. • Remote app inoperative. • High pitch squeal, pop or humming sound coming from all of the speakers. • Backup camera gridlines missing. • Radios resets when a wireless connectivity paired phone receives two text messages one after another simultaneously after approximately seven seconds. (Sales Code ABD). • Speaker crackling noise. • Unable to adjust volume. • Radio may reset /reboot, turn itself off and then back on. • Active call not transferred to vehicle wireless connectivity. • Voice Recognition (VR) not understanding commands. • Wireless connectivity phonebook not available. • Anti-theft code request message. • Lines appear across screen. • Radio will not switch modes between AM, FM, SAT or Media. • Poor wireless connectivity sound quality. • Phone pairing issues. <p>In addition, the following enhancement is included in this update:</p> <ul style="list-style-type: none"> • Wireless connectivity pair or connection improvements. 				
CAUSE:	Radio software				

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
**18-60-03-9X	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) UAR Radio 40.1 SW (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-03-9Y	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) UAR Radio 28.3 SW (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-03-9Z	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) UCR Radio 40.1 SW (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-03-A1	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) UCR Radio 28.3 SW (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-03-9V	Radio, Inspect Software Level and Perform Software Update (One Step Update) (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
18-60-03-9W	Radio, Inspect Software Level and Perform Software Update (Two Step Update) (0 - Introduction)	6 - Electrical and Body Systems	0.9 Hrs.**
Failure code	CC	Customer Concern	

This bulletin supersedes Technical Service Bulletin (TSB) 08-035-19 REV. A, date of issue June 05, 2019, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include removing all information regarding international radio, additional symptoms, repair step, notes and LOPs.

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. Always remember to properly perform the two step update if required. Start the two step update using 28.3 software.

- 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](#)) .

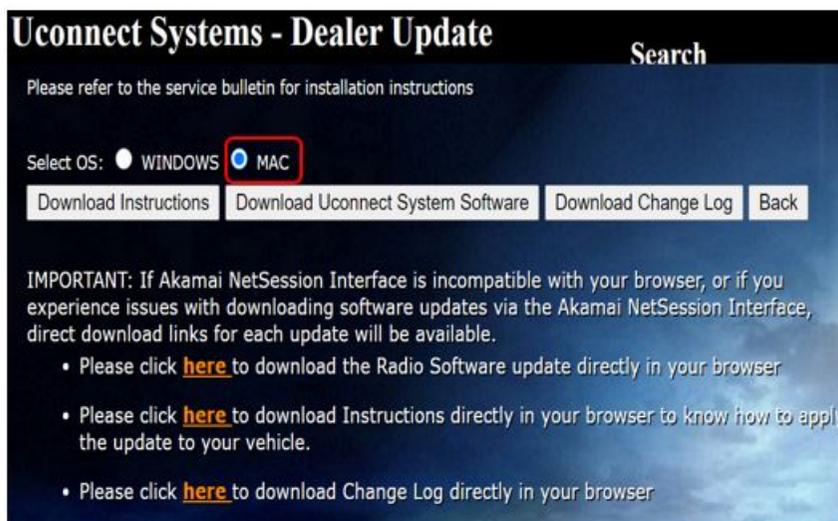


Fig. 2

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.

- 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.

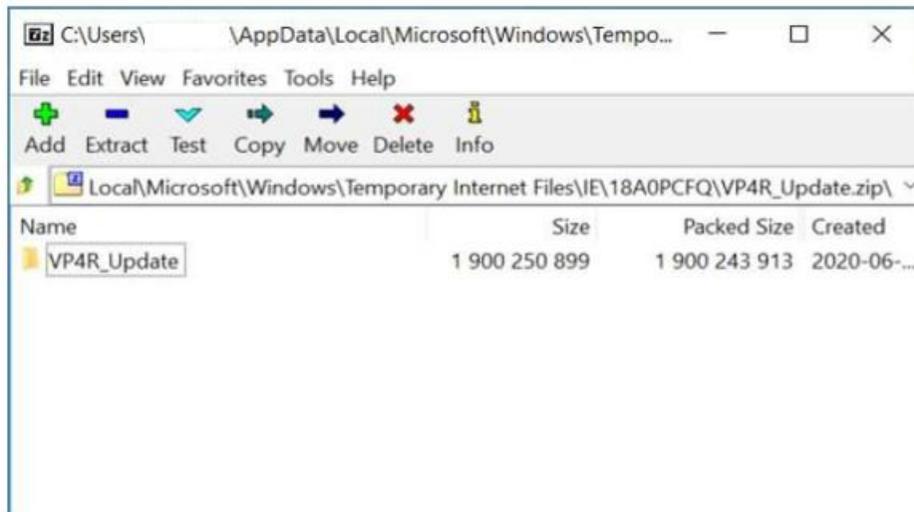


Fig. 3
Files/Folders In The USB Flash Drive

- 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.

NOTE: ** When performing a two step update, always start with 28.3 software.**

- 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.

- 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.

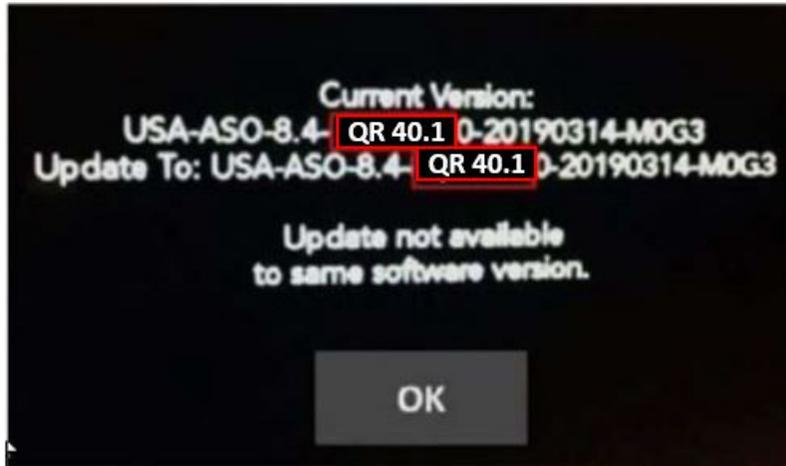


Fig. 5

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) .

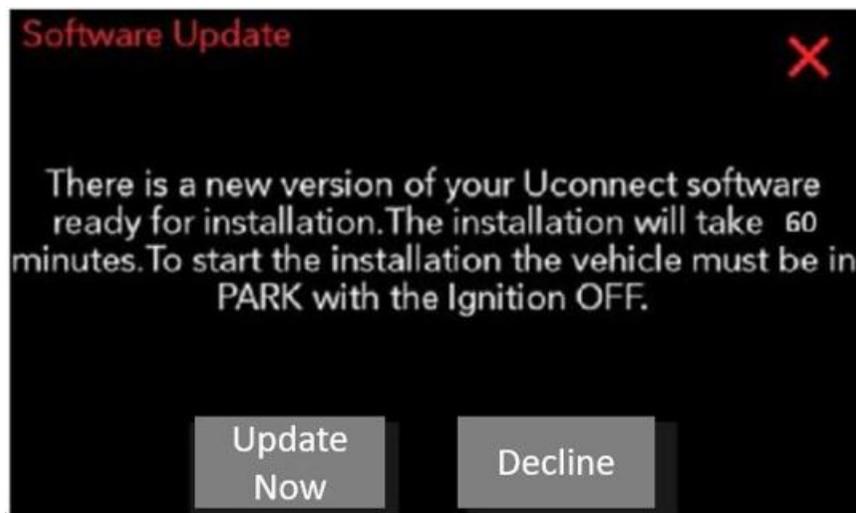


Fig. 6

Software Update Is Available

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

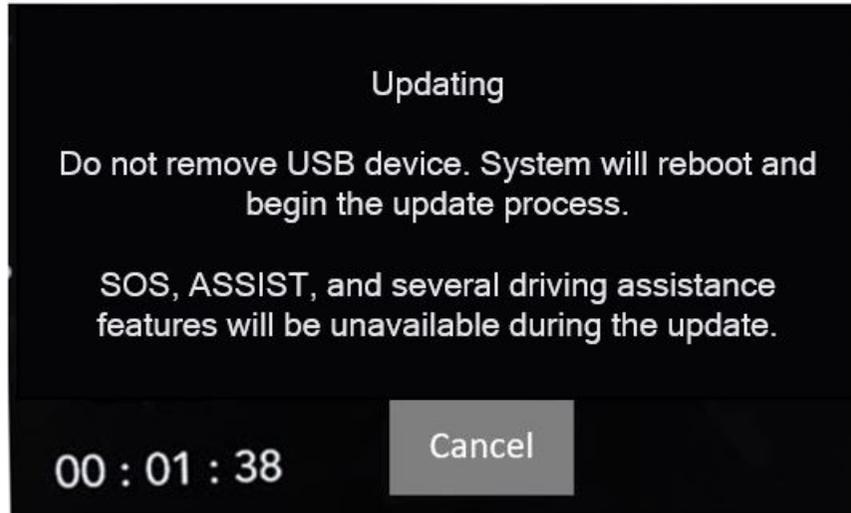


Fig. 7
Updating Screen

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.

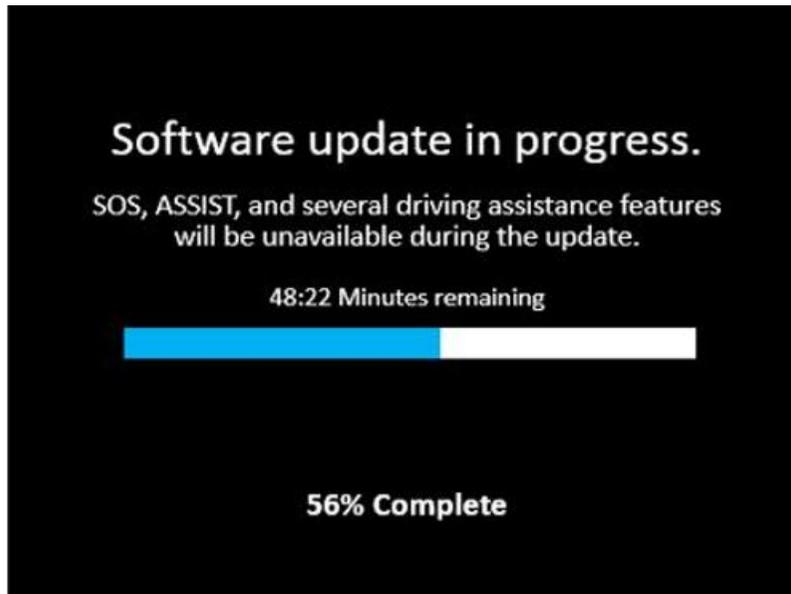


Fig. 8
Software Update In Progress

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.

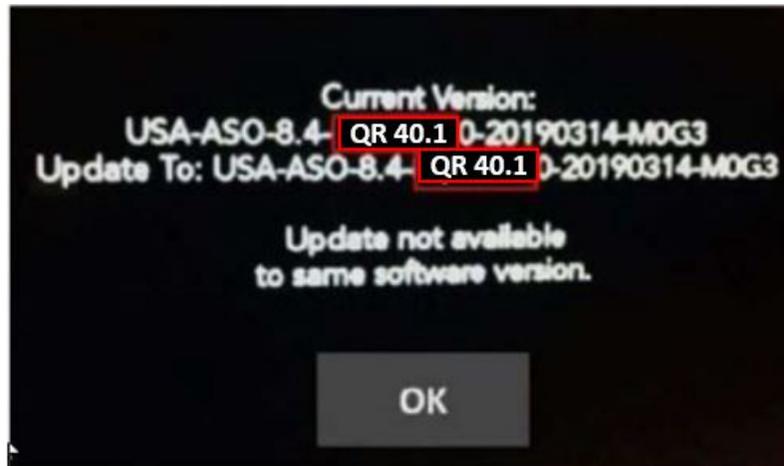


Fig. 9

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. Using wiTECH, clear all DTCs that may have been set in any module due to reprogramming.
19. Using wiTECH create another Vehicle Scan Report and save a copy to the work order.

POLICY:

Reimbursable within the provisions of the warranty.

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