

REFERENCE:	TSB: 08-038-23 GROUP 08 - Electrical	Date:	January 31, 2023	REVISION:	-
VEHICLES AFFECTED:	2019 - 2020 (DJ) RAM 2500 Pickup 2019 - 2020 (D2) RAM 3500 Pickup 2019 - 2020 (DD) RAM 3500 Cab Chassis 2019 - 2020 (DF) RAM 3500 <10K Cab Chassis 2019 - 2020 (DP) RAM 4500/5500 Cab Chassis 2019 - 2020 (DT) RAM 1500 Pickup 2019 - 2020 (DS) RAM 1500 Pickup 2019 - 2020 (RU) Chrysler Pacifica 2019 - 2020 (WK) Jeep Grand Cherokee 2019 - 2020 (WD) Dodge Durango 2019 - 2020 (KL) Jeep Cherokee 2019 - 2020 (LA) Dodge Challenger 2019 - 2020 (LD) Dodge Charger 2019 - 2020 (LX) Chrysler 300 2019 - 2020 (BV) Jeep Renegade 2019 - 2020 (MP) Jeep Compass 2019 - 2020 (JL) Jeep Wrangler 2020 (JT) Jeep Gladiator This bulletin applies to vehicles equipped with a one of the following radios: <ul style="list-style-type: none">• Uconnect 4C Nav With 8.4" Display radio (Sales Codes UAQ, UCQ, UAV or UCV).• Uconnect 4C With 8.4" (Display (Sales Codes UAS or UCS).			MARKET APPLICABILITY: <div><input checked="" type="checkbox"/> NA<input type="checkbox"/> IAP</div> <div><input type="checkbox"/> EE<input type="checkbox"/> MEA</div> <div><input type="checkbox"/> SA<input type="checkbox"/> CH</div>	
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: <ul style="list-style-type: none">• Not be able to use Mobile Wi-Fi upon start up.• Hotspot gives a no Internet connection message on phone when trying to connect to a device.				
CAUSE:	Radio software				

REPAIR SUMMARY:

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 will be updated from JR34.3 to JR34.32.

NOTE: National launch for this FOTA update is expected to begin February 20, 2023.

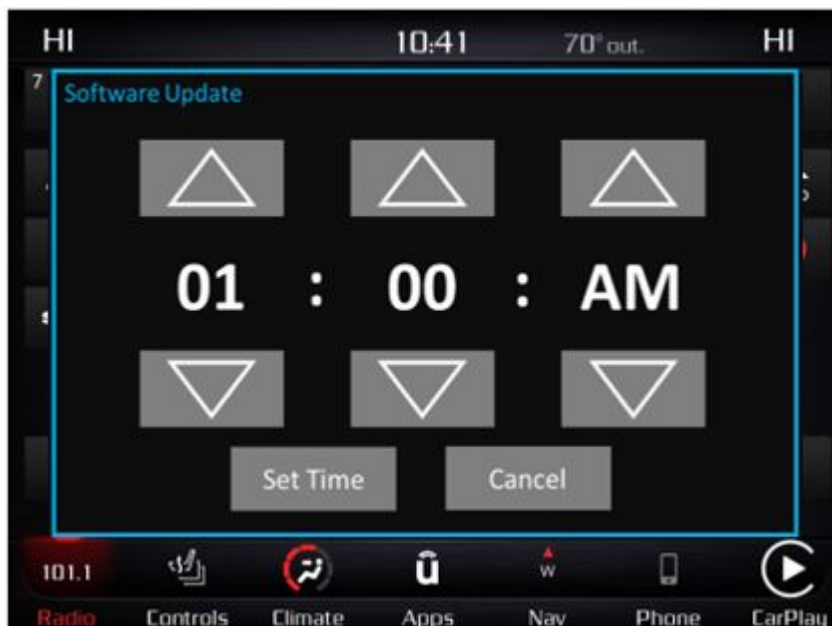
DISCUSSION:

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 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 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.**

**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 transmission 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.

2. Whether the customer selects “Update Now” or “Schedule Update” (Fig. 2) and sets a time, they can shut off the vehicle and leave. The update will be completed automatically (Fig. 3) .

NOTE: This step may take several minutes to complete.

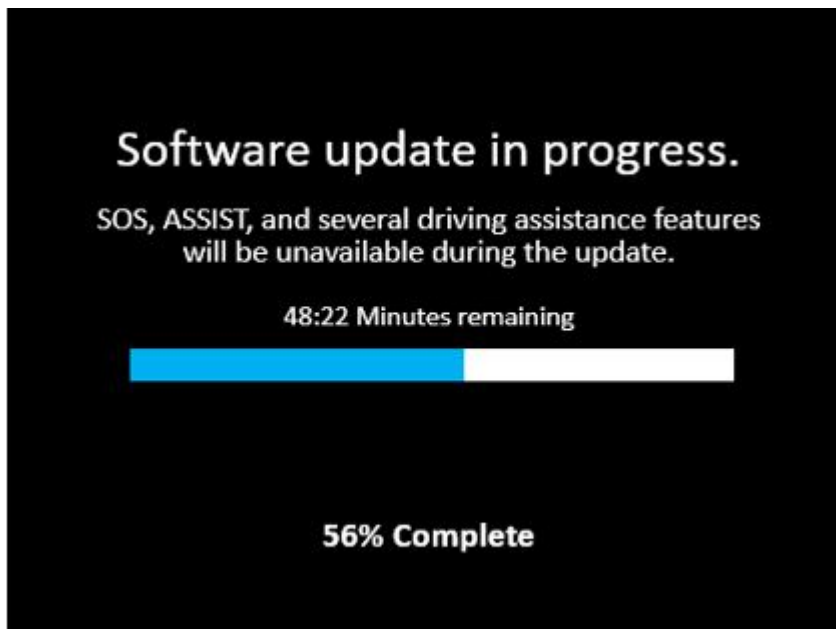


Fig. 3
Update In Progress Screen

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



Fig. 4
Update Confirmation Screen

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Information Only

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