STELLANTIS

PARTS & SERVICES

REFERENCE:	**TSB:** 08-064-23 **GROUP** 08 - Electrical	**Date:**	February 28, 2023	REVISION:	–

VEHICLES AFFECTED:	**2021 (DT) RAM 1500 Pickup** **2021 (DJ) RAM 2500 Pickup** **2021 (D2) RAM 3500 Pickup** **2021 (DD) RAM 3500 Cab Chassis** **2021 (DP) RAM 4500/5500 Cab Chassis** **2021 - 2022 (WK) Jeep Grand Cherokee** **2021 - 2022 (LA) Dodge Challenger** **2021 - 2022 (LD) Dodge Charger** **2021 - 2022 (LX) Chrysler 300** **2021 - 2022 (BV) Jeep Renegade** **2021 - 2023 (JL) Jeep Wrangler** **2021 - 2023 (JT) Jeep Gladiator** **2021 - 2023 (KL) Jeep Cherokee** **This bulletin applies to JT vehicles built on or before November 23, 2022 (MDH 1123XX) equipped with one of the following radios below:** **This bulletin applies to JL vehicles built on or before December 01, 2022 (MDH 1201XX) equipped with one of the following radios below:** **This bulletin applies to KL vehicles built on or before December 06, 2022 (MDH 1206XX) equipped with one of the following radios below:** **This bulletin applies to vehicles equipped with one of the following radios:** • Uconnect 4C Nav With 8.4" Display Radio (Sales Codes UAV or UCV). • Uconnect 4C Nav With 8.4" Display Radio (Sales Codes UAQ or UCQ). • Uconnect 4C With 8.4" Display Radio (Sales Codes UAS or UCS).	**MARKET APPLICABILITY:** ☒ NA ☐ MEA ☐ SA ☐ IAP ☐ EE ☐ CH		
CUSTOMER SYMPTOM:	• Mobile Wi-Fi inoperative upon start up. • Hotspot gives "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 QR39.7 to QR40.12.

NOTE: National launch for this FOTA update is expected to begin March 10, 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 vehicles 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 in the off position.

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) .

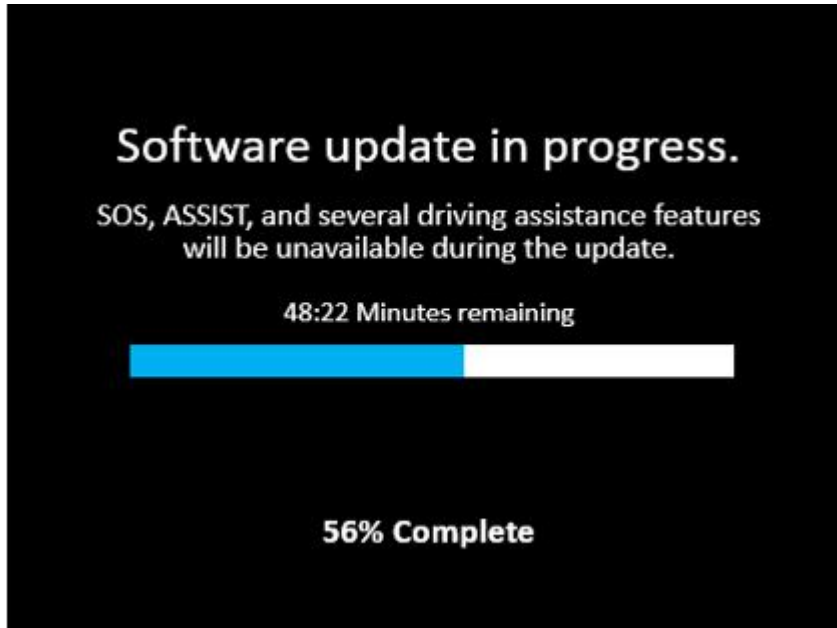**NOTE: This step may take several minutes to complete.**

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

POLICY:
Information Only