

# CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

## Radio Date/Time Update



FCA US LLC

Reference: 70A



2021 - 2023 (WL) Jeep Grand Cherokee  
2022 (MP) Jeep Compass



**RAM** 2022 - 2023 (DT) Ram 1500 Pickup  
2022 - 2023 (DS) Ram 1500 Pickup  
2022 - 2023 (D2) Ram 3500 Pickup  
2022 - 2023 (DJ) Ram 2500 Pickup  
2022 - 2023 (DD) Ram 3500 Cab Chassis  
2022 - 2023 (DF) Ram 3500 10K Cab Chassis

Template Version 1.8

Revision	Edition	Detail
0	June 2023	Initial Version.

### SYMPTOM DESCRIPTION

The radio on about 38,546 of the above vehicles may not have the Over-The-Air (OTA) update feature enabled due to an incorrect date and time setting. Having an incorrect date and time setting will prevent the radio from having the most updated software remotely updated.

### REPAIR TO BE PERFORMED

All customers were mailed the procedure on how to set the radio time, day, month, and year, however some customers may ask for assistance to adjust the setting for them. Please Adjust the customers vehicle radio time, day, month, and year.

This notice applies to your vehicle.

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

70A

LOGO

VEHICLE PICTURE

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity.

#### DEALERSHIP INSTRUCTIONS

Please reference CSN 70A.

# CUSTOMER SATISFACTION NOTIFICATION

## Radio Date/Time Update

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle <sup>[1]</sup>. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [2021-2023 Model Year (WL) Jeep Grand Cherokee, 2022-2023 (DT) Ram 1500 Pickup, (VF) Ram Promaster, (D2) Ram 3500 Pickup, (DD) Ram 3500 Cab Chassis, (DJ) Ram 2500 Pickup, (DP) Ram 4500/5500 Cab Chassis, (DS) Ram 1500 Pickup, (DF) Ram 3500 10K Cab Chassis, 2022 (MP) Jeep Compass,] vehicles.

#### WHY DOES MY VEHICLE NEED REPAIRS?

The radio in your vehicle may not have the Over-The-Air (OTA) update feature enabled due to an incorrect date and time setting. Having an incorrect date and time setting will prevent your radio from having the most updated software remotely updated.

#### HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

Please follow the enclosed radio date and time setting procedure to update your radio date and time to the current date and time. Once completed your radio is all set to be remotely updated using OTA technology.

We apologize for any inconvenience, but are sincerely concerned about your satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations  
FCA US LLC



**Mr. Mrs. Customer  
1234 Main Street  
Hometown, MI 48371**

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration : FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

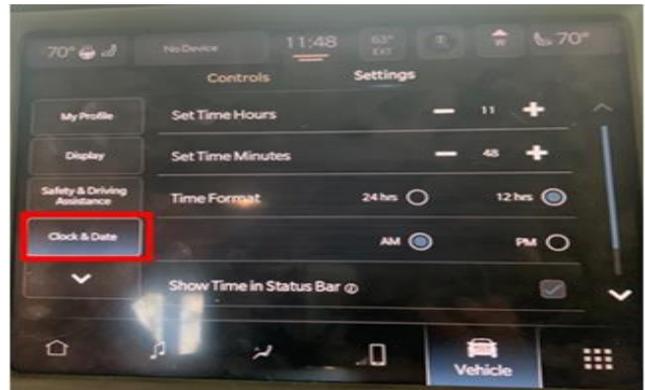
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1. Select the “Vehicle” icon on the bottom of the screen (Figure 1).



**Figure 1 – Vehicle Selection**

2. Select “Clock & Date” on the left of the screen (Figure 2).



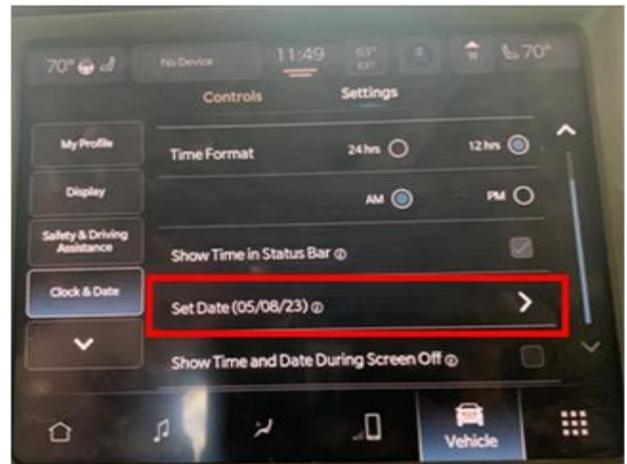
**Figure 2 – Clock & Date Selection**

3. Use the “+” (Plus) or “-” (Minus) softkeys to change The hour and minutes. Set both to the exact current time (Figure 3).



**Figure 3 – Set Hour- Set Minutes**

4. Scroll down and select “Set Date” (Figure 4).



**Figure 4 – Set Date**

5. Update each of the following using the “+” or the “-” softkeys to set the current: Date, Month, Day, and Year (Figure 5).



**Figure 5 – Set Day, Month, Year**