

REFERENCE:	TSB: 08-181-23 GROUP 08 - Electrical	Date:	July 26, 2023	REVISION:	-
VEHICLES AFFECTED:	<p>2021 (DT) RAM 1500 Pickup 2021 (DJ) RAM 2500 Pickup 2021 (D2) RAM 3500 Pickup 2021 (DD) RAM 3500 Cab Chassis 2021 (DF) RAM 3500 10K Lb. Cab Chassis 2021 (DP) RAM 4500/5500 Cab Chassis 2021 (WK) Jeep Grand Cherokee 2021 (MP) Jeep Compass 2021 (JL) Jeep Wrangler 2021 (JT) Jeep Gladiator 2021 - 2023 (DS) RAM 1500 Pickup 2021 - 2023 (LA) Dodge Challenger 2021 - 2023 (LD) Dodge Charger 2021 - 2023 (LX) Chrysler 300 2021 - 2023 (BV) Jeep Renegade 2021 - 2023 (KL) Jeep Cherokee</p> <p>This bulletin applies to DS vehicles built on or before March 06, 2023 (MDH 0306XX) equipped with one of the following radios below: This bulletin applies to JL and JT vehicles built on or before November 22, 2022 (MDH 1122XX) equipped with one of the following radios below: This bulletin applies to KL vehicles built on or before November 14, 2022 (MDH 1114XX) equipped with one of the following radios below: This bulletin applies to LA, LD and LX vehicles built on or before March 29, 2023 (MDH 0329XX) equipped with one of the following radios below: This bulletin applies to BV vehicles built on or before January 18, 2023 (MDH 0118XX) equipped with one of the following radios below: This bulletin applies to vehicles equipped with one of the following radios:</p> <ul style="list-style-type: none"> • 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). 			<p>MARKET APPLICABILITY:</p> <p><input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA <input type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH</p>	
CUSTOMER SYMPTOM:	<ul style="list-style-type: none"> • 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 QR39.62 and QR39.57 to QR40.12.

NOTE: National launch for this FOTA update is expected to begin August 16, 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.

- Whether the customer selects “Update Now”, or “Schedule Update” (Fig. 1) 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.

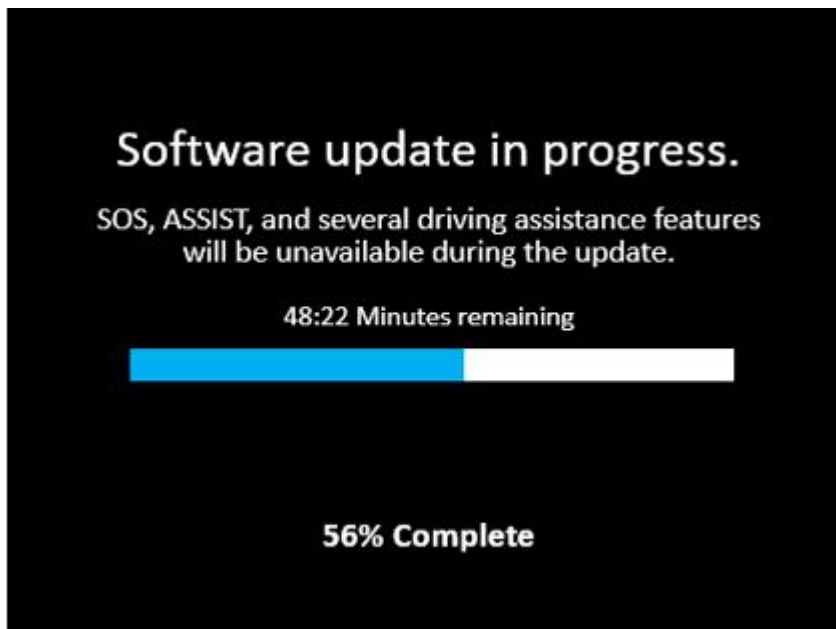


Fig. 3
Update In Progress Screen

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



Fig. 4
Update Confirmation Screen

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