

REFERENCE:	TSB: 08-183-23 GROUP 08 - Electrical	Date:	July 26, 2023	REVISION:	
VEHICLES AFFECTED:	2020 (DJ) RAM 2500 Pickup 2020 (D2) RAM 3500 Pickup 2020 (DD) RAM 3500 Cab Chassis 2020 (DF) RAM 3500 <10K Cab Chassis 2020 (DP) RAM 4500/5500 Cab Chassis 2020 (DT) RAM 1500 Pickup NOTE: This bulletin applies to vehicles equipped with a Uconnect 12.0 With Navigation radio (Sales Codes UAX or UCX).			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:	Customers may experience one or more of the following: <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 version will be updated from LR34.4 to LR35.41 and the radio cell modem firmware level from MR5 to MR6.

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.**

NOTE: This is an "Information Only" Technical Service Bulletin to inform the dealer how the FOTA update is performed and any symptom/condition that this enhancement corrects. This document does not contain a LOP for reimbursement.



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.

- 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.

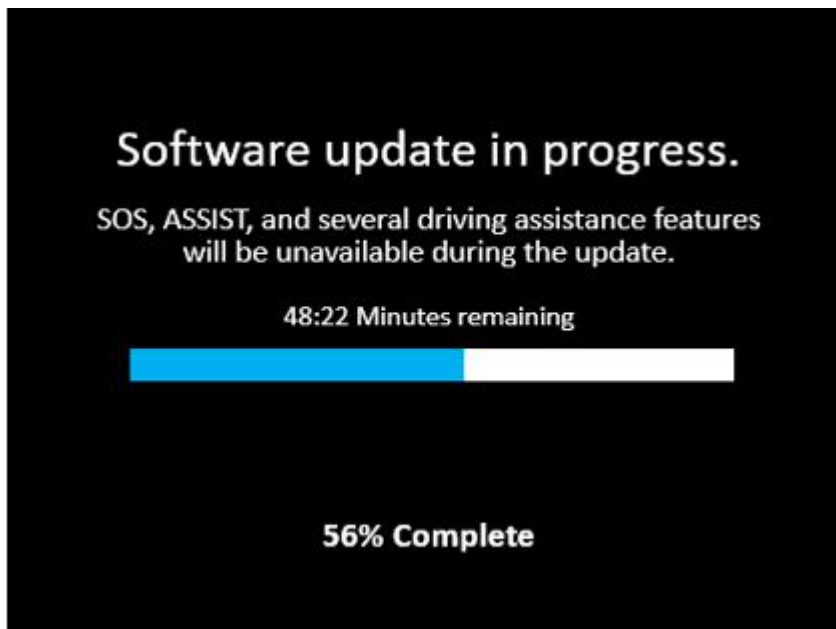


Fig. 3
Update In Progress Screen

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



Fig. 4
Update Confirmation Screen

POLICY:
Information Only

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