

REFERENCE:	TSB: 08-194-23 GROUP 08 - Electrical	Date:	August 4, 2023	REVISION:	-
VEHICLES AFFECTED:	2022 - 2023 (RU) Chrysler Pacifica This bulletin applies to vehicles equipped with: <ul style="list-style-type: none"> • Uconnect 5 NAV W 10.19" Display (Sales Codes UBN, UEN). And • Uconnect 5 W 10.19" Display (Sales Codes UBG, UEG). 			MARKET APPLICABILITY: <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	
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: <ul style="list-style-type: none"> • Amplifier module sets Diagnostic Trouble Code (DTC) U0485 - Implausible Data Received Set. • Radio reset (Rearview camera functions normally). • Voice Recognition (VR) inoperable. • Wireless CarPlay® inoperable. • Audio sources inoperable. • Display switches to Nav on VR prompt. • Vehicle Positioning (Lat/Long) inoperable. • Surround View Camera inoperable (Rearview camera functions normally). • Unable to exit FamCam. • Audio Repetition inoperable. • Electric vehicle pages inoperable. • Translated text is incorrect. • Profile avatar changes in Valet Mode. • Display does not return to idle mode after call. • Dynamic rear view camera guidelines inoperable (Rearview camera functions normally). • FOTA popup won't dismiss. • Ambient Lights Setting inoperable. • Call Status on after all ended Favorites available in valet mode. • SXM® Favorites inoperable. • Tutorial App inoperable. • Audio Repetition stops during incoming calls. • Unable to connect second device. • Unable to exit Seat Comfort popup. • Call does not end on the Instrument Panel Cluster (IPC). • Seat Comfort graphic incorrect. • Headphone button for front passenger display inoperable. • Schedule update inoperable. • USB media source inoperable on front passenger display. • SXM® inoperable. • Wireless Android Auto inoperable. • Media sources duplicated. • Audio unmuted at door close. • Radio freeze (Rearview camera functions normally). • Radio input lagging. • Navigation active with no active route. • Scheduled cabin cooling inoperable. • Incorrect phone repetition displayed. • Navigation routing inoperable. • Unable to exit electric vehicle Pages. • Comfort softkeys incorrect. 				

	<ul style="list-style-type: none"> • Comfort graphic overlap. • Unable to change audio sources. • Audio sources unavailable after profile switch. • No incoming call popup on Uconnect phone. • FamCam image in black and white. • SOS call status banner remains after call ended. • Press and hold inoperable on comfort temperature slider. • Setting preferences will not return to default. • Display input lagging after CarPlay® is connected. • Changing to unselected audio source. • Setting preferences not saved on correct profile. • Translation error in Portuguese. • Memory seats not saved on correct profile. • Audio loss. • Incorrect keyboard in Japanese. • SXM® channel art incorrect. • Rear Seat Entertainment (RSE) audio overlap. • European Media Source (DAB) available on North America vehicles. • Black screen (Rearview camera functions normally). • Unable to delete profile. • Assist call inoperable. • Unable to navigate menu with ongoing SOS call.
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 S26.17 or T25.48 to T25.50.

NOTE: The National campaign for this FOTA update launched August 18, 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 a built-in cellular modem in the vehicle. 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. This document does not contain a LOP for reimbursement.

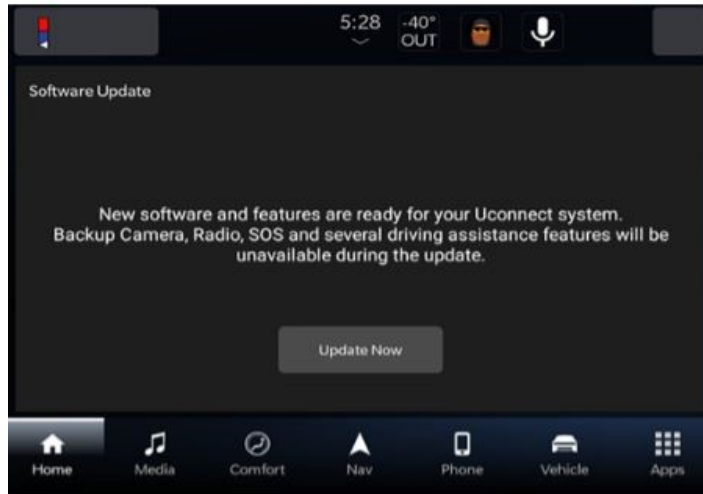


Fig. 1
Software Update Screen

1. The vehicle needs to be in park and the ignition in the off position.
2. If the customer selects "Update Now" they can shut off the vehicle and leave. The update will be completed automatically (Fig. 1) .

NOTE: This step may take several minutes to complete.

3. Upon completion of update, the radio will display a confirmation message (Fig. 2) .



Fig. 2
Software Update Confirmation Screen

POLICY:
Information Only

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