

<b>REFERENCE:</b>	<b>TSB:</b> 08-199-23 <b>GROUP</b> 08 - Electrical	<b>Date:</b>	August 19, 2023	<b>REVISION:</b>	-
<b>VEHICLES AFFECTED:</b>	<b>2021 (RU) Chrysler Pacifica</b> <b>2022 (WD) Dodge Durango</b> <b>This bulletin applies to RU vehicles equipped with:</b> <ul style="list-style-type: none"> <li>• Uconnect 5 NAV W 10.1" Display (Sales Codes UBN, UEN) and Global Telematics Box Module (TBM) (Sales Code RDG).</li> <li>• Uconnect 5 W 10.1" Display (Sales Codes UBG, UEG) and TBM (Sales Code RDG).</li> </ul> <b>WD vehicles equipped with:</b> <ul style="list-style-type: none"> <li>• Uconnect 5 NAV W 8.4" Display (Sales Codes UEL, UBL).</li> <li>• Uconnect 5 NAV W 10.1" Display (Sales Codes UBN, UEN).</li> </ul>			<b>MARKET APPLICABILITY:</b> <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	
<b>CUSTOMER SYMPTOM:</b>	<b>Customers may experience one or more of the following:</b> <ul style="list-style-type: none"> <li>• Radio resets at times.</li> <li>• Wireless disconnects.</li> <li>• Intermittent display screen blank.</li> <li>• Radio slow to respond and lockup.</li> <li>• Radio inoperative intermittently.</li> <li>• Apps not able to update.</li> </ul> <b>Additional enhancement included with this software update:</b> <ul style="list-style-type: none"> <li>• CarPlay® and Android Auto® improvements and robustness added.</li> </ul>				
<b>CAUSE:</b>	Radio Software				

### REPAIR SUMMARY:

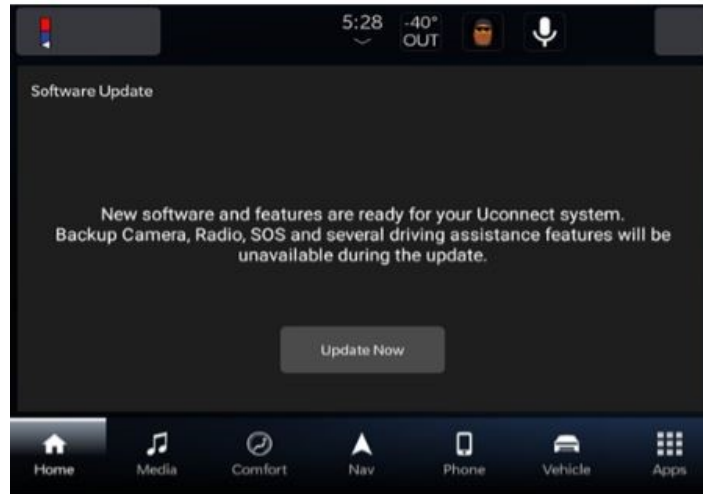
This bulletin provides information regarding the latest Firmware Over The Air (FOTA) update and provides the service technician an overview of the steps a customer will need to take to complete the update. The radio software will be updated from R16.28 and R17.98 (RU) and from R17.98 (WD) to R17.99.

**NOTE: The National campaign for this FOTA update launched September 8, 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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