STELLANTIS PARTS & SERVICES	**Technical Service Bulletin (TSB)** Radio Over The Air Updating From QR39.6 to QR40.12 Software Version		
REFERENCE:	**TSB:** 08-230-23 **GROUP:** 08 - Electrical	**Date:** October 17, 2023	**REVISION:** –

VEHICLES AFFECTED:	**2021 - 2023 (DS) RAM 1500 Pickup** **2021 (DT) RAM 1500 Pickup** **2021 (DJ) RAM 2500 Pickup** **2021 (D2) RAM 3500 Pickup** **2021 (DD) RAM 3500 Cab Chassis** **2021 (DP) RAM 4500/5500 Cab Chassis** **2021 (DF) RAM 3500 <10K Cab Chassis** **2021 - 2023 (JL) Jeep Wrangler** **2021 - 2023 (JT) Jeep Gladiator** **2021 (WK) Jeep Grand Cherokee** **2021 - 2023 (KL) Jeep Cherokee** **2021 - 2023 (LA) Dodge Challenger** **2021 - 2023 (LD) Dodge Charger** **2021 - 2023 (LX) Chrysler 300** **2021 (MP) Jeep Compass** **2021 - 2023 (BV) Jeep Renegade** **This bulletin applies to:** • **(DS) vehicles built on and before March 06, 2023 (MDH 0306XX).** • **(JL/JT) vehicles built on and before November 22, 2022 (MDH 1122XX).** • **(LA/LD/LX) vehicles built on and before March 29, 2023 (MDH 0303XX).** • **(KL) vehicles built on and before November 14, 2022 (MDH 1114XX).** • **(BV) vehicles built on and before January 18, 2023 (MDH 0118XX).** **This bulletin applies to vehicles equippped with one of the following radios:** • **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).**	**MARKET APPLICABILITY:** ☒ NA ☐ MEA ☐ SA ☐ IAP ☐ EE ☐ CH	
CUSTOMER SYMPTOM:	**Customers may experience one or more of the following symptoms:** • 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 QR39.6 to QR40.12.

NOTE: National launch for this FOTA update is expected to begin November 06, 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 bulletin 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 Update

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

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.

2. Whether the customer selects "Update Now" or "Schedule Update" Fig. 2 and sets a time, they can shut off the vehicle and leave. The update will be completed automatically Fig. 3.
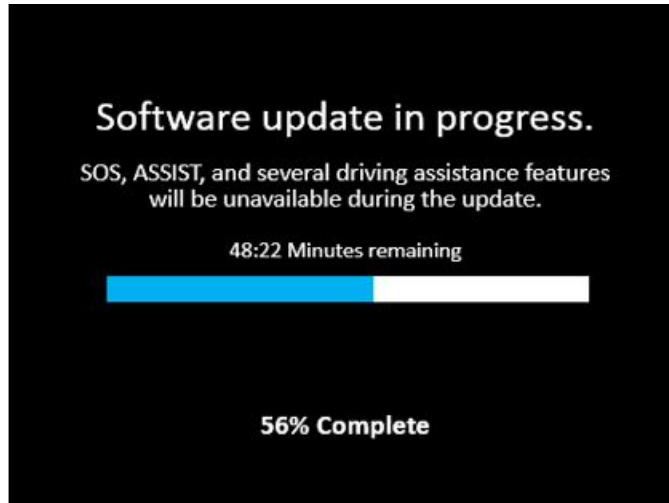
   NOTE: This step may take several minutes to complete.

Fig. 3
Software Progress Window

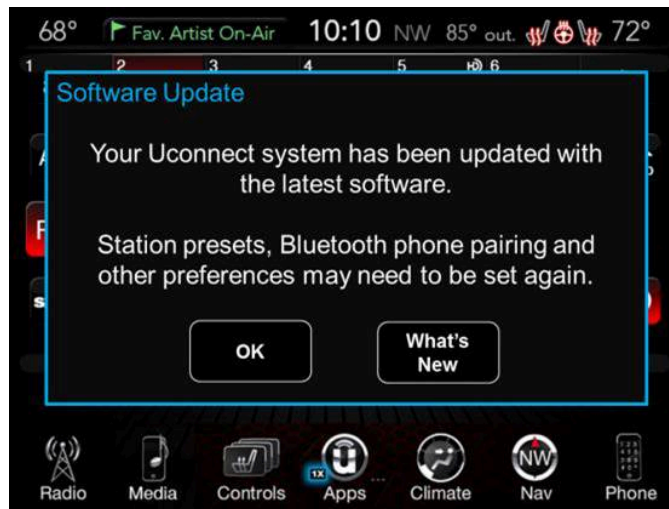3. Upon completion of update, the radio will display a confirmation message Fig. 4.

Fig. 4
Software Confirmation

POLICY:

Information Only