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Case Number: S2008000185 – Rev C.

Release Date: November 2023

Symptom/Vehicle Issue: Uconnect 5 Voice Recognition Options

Customer Complaint/Technician Observation: Customer may complain that Voice Recognition not recognizing commands or changing stations.

Diagnosis: Verify what type of command is being used by the customer. Verify what form of Voice Recognition is being used: Short press from steering wheel, Long press for Siri or Android Auto, Wakeup Word, Amazon Alexa. See figure 1 below for best method.

The Midline radio (UBG,UEG,UBF,UEF, UBP, UEF, UBH, UEH) does not include standard VR operation. The VR button can still be used for CarPlay and Android Auto if pressed and held to activate. See figure 2 below.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found



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VOICE RECOGNITION

Uconnect 5 offers the accessibility and flexibility owners want:

- Better voice recognition allows users to have better hands-free controls over features
- Natural language capability allows commands to be understood easier, in a more conversational way
- Start the embedded VR system with a short press of the steering wheel VR button, or with simple wake-up words like, "Hey Chrysler!" or "Hey Uconnect!"
- Natural voice and microphone technology mean you won't always need specific language to execute certain commands
- New voice commands include:
 - "Hey Uconnect, set the fan speed to 5."
 - "Hey Uconnect, play The Beatles."
 - "Hey Uconnect, send a message to William Oliver at Work saying stuck in traffic."
 - "Hey Uconnect, navigate home."
 - "Hey Uconnect, show me Chinese restaurants near my destination."

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Uconnect 5 voice recognition features natural voice technology – so you don't have to say a command with exact words for Uconnect 5 to understand what you want!

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REQUIRES	TO ACTIVATE	BEST FOR
Uconnect 5 NAV	Short press or wake-up word "Hey Chrysler" "Hey Uconnect"	Vehicle-related commands
Apple® CarPlay	Long press or wake-up word "Hey Siri"	General commands
Android™ Auto	Long press or wake-up word "Hey Siri"	General commands
Amazon Alexa Account	Short press or wake-up word "Hey Siri"	Vehicle-related commands General commands

Fig 1.

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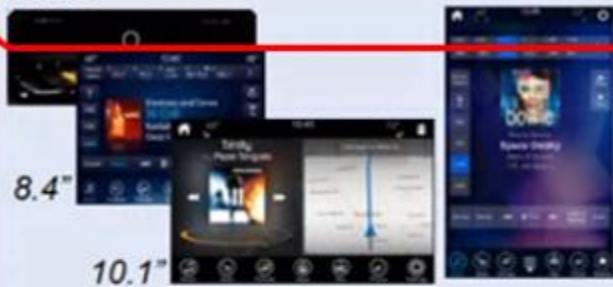



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R1 Mid Radio

R1 High

<i>High Content w/o Nav & VR</i>	<i>Premium Performance & Content</i>
<p>10.25"</p>  <p>8.4"</p> <p>10.1"</p>	<p>10.25"</p>  <p>8.4"</p> <p>10.1"</p>
<ul style="list-style-type: none"> • <i>Wireless Projected Modes - CarPlay, Android Auto, Baidu CarLife</i> • <i>8.4" and greater HD display support</i> • <i>AM/FM/DAB/DMB/SXM</i> • <i>Integrated Premium Audio</i> • <i>Integrated Active Noise Cancellation</i> • <i>Rear Seat Entertainment</i> • <i>Wi-Fi, Bluetooth, USB</i> • <i>Japan DTV / e-tolls</i> • <i>Connected Services Optional</i> 	<ul style="list-style-type: none"> • <i>Wireless Projected Modes - CarPlay, Android Auto, Baidu CarLife</i> • <i>Support for up to 4 Displays</i> • <i>8.4" and greater HD display support</i> • <i>AM/FM/DAB/DMB/SXM/HD Radio</i> • <i>Navigation Standard</i> • <i>Natural Language Voice Recognition</i> • <i>Integrated Premium Audio</i> • <i>Integrated Active Noise Cancellation</i> • <i>Rear Seat Entertainment</i> • <i>Wi-Fi, Bluetooth, USB</i> • <i>Japan DTV / e-tolls</i> • <i>Connected Services Standard</i>

(UBG/UEG)

(UBN/UEN)

Fig 2.

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