

Technical Service Bulletin (TSB)
Radio Over The Air S26.17 and
T25.48 Updating to T25.50 Software Version

REFERENCE:	TSB: 08-194-23 REV. A GROUP: 08 - Electrical	Date:	November 22, 2023	REVISION:	08-194-23						
VEHICLES AFFECTED:	<p>2022 - 2023 (RU) Chrysler Pacifica This bulletin applies to vehicles equipped with:</p> <ul style="list-style-type: none"> • Uconnect 5 NAV W 10.19" Display (Sales Codes UBN, UEN) **and a Global Telematics Box Module (Sales Code RDG).** • Uconnect 5 W 10.19" Display (Sales Codes UBG, UEG) **and a Global Telematics Box Module (Sales Code RDG).** 			<p>MARKET APPLICABILITY:</p> <table> <tr> <td><input checked="" type="checkbox"/> NA</td> <td><input type="checkbox"/> MEA</td> </tr> <tr> <td><input type="checkbox"/> SA</td> <td><input type="checkbox"/> IAP</td> </tr> <tr> <td><input type="checkbox"/> EE</td> <td><input type="checkbox"/> CH</td> </tr> </table>		<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
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CUSTOMER SYMPTOM:	<p>Customers may experience one or more of the following:</p> <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.
- 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

This bulletin supersedes Technical Service Bulletin (TSB) 08-194-23, date of issue October 18, 2023, which should be removed from your files. All revisions are highlighted with **asterisks**** and include an additional sales code and an updated Discussion section.**

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:

****The FOTA Campaign has been put on hold until further notice.****

POLICY:

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