

<b>REFERENCE:</b>	<b>TSB:</b> 08-025-24 <b>GROUP:</b> 08 - Electrical	<b>Date:</b>	January 24, 2024	<b>REVISION:</b>	-	
<b>VEHICLES AFFECTED:</b>	<p>           2021 (DT) RAM 1500 Pickup            2021 (DJ) RAM 2500 Pickup            2021 (D2) RAM 3500 Pickup            2021 (DD) RAM 3500 Cab Chassis            2021 (DF) RAM 3500 10K LB. Cab Chassis            2021 (DP) RAM 4500/5500 Cab Chassis            2021 (MP) Jeep Compass            2021 (WK) Jeep Grand Cherokee            2021 - 2023 (LA) Dodge Challenger            2021 - 2023 (LD) Dodge Charger            2021 - 2023 (LX) Chrysler 300            2021 - 2023 (BV) Jeep Renegade            2021 - 2023 (JL) Jeep Wrangler            2021 - 2023 (JT) Jeep Gladiator            2021 - 2023 (KL) Jeep Cherokee         </p> <p><b>This bulletin applies to vehicles equipped with one of the following radios:</b></p> <ul style="list-style-type: none"> <li>● Uconnect 4C Nav With 8.4" Display Radio (Sales Codes UAV or UCV).</li> <li>● Uconnect 4C Nav With 8.4" Display Radio (Sales Codes UAQ or UCQ).</li> <li>● Uconnect 4C With 8.4" Display Radio (Sales Codes UAS or UCS).</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>	<p><b>Customers may experience one or more of the following:</b></p> <ul style="list-style-type: none"> <li>● Mobile Wi-Fi inoperative upon start up.</li> <li>● Hotspot gives "No Internet" connection message on phone, when trying to connect to a device.</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 QR39.2 to QR40.11.

**NOTE: National launch for this FOTA update is expected to begin February 19, 2023.**

**DISCUSSION:**

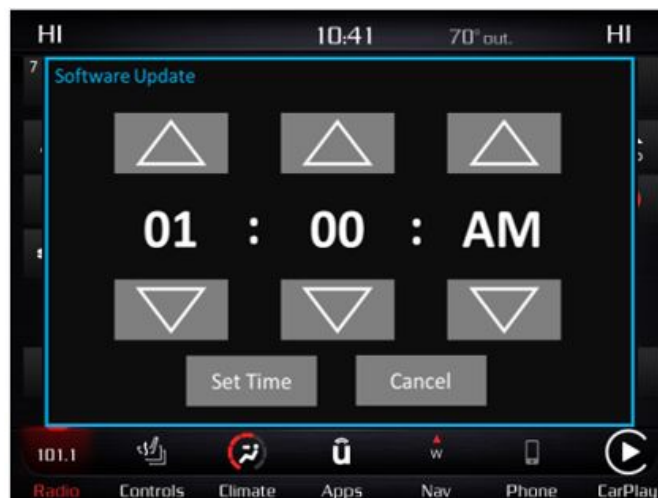
Vehicles sold in the U.S. and Canada can now receive software updates “over-the-air”. Updates to software will occur in a phased roll-out. The software is updated through the builtin cellular modem in the radio.

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 Acceptance Screen

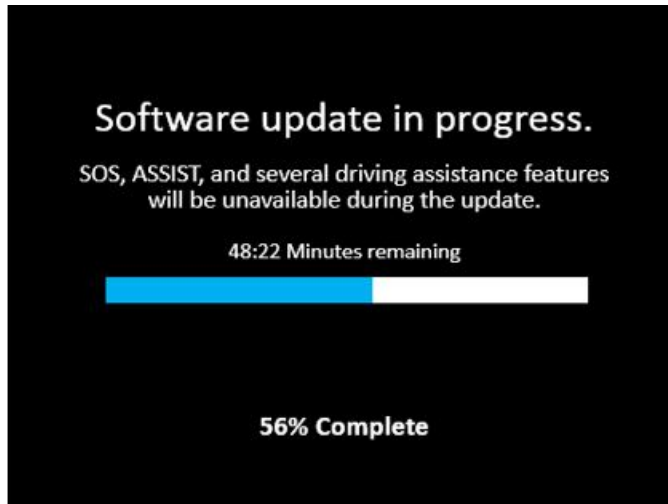
**NOTE:** If selecting “Schedule Update” the screen below will be displayed. The customer can select the exact time they want the update to begin [Fig. 2](#).

**Fig. 2**

Schedule Update Screen

1. The vehicles 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 in the off position.
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**

Update In Progress Screen

- 3. Upon completion of update, the radio will display a confirmation message [Fig. 4](#).



**Fig. 4**

Update Confirmation Screen

**POLICY:**  
Information Only

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