

<b>REFERENCE:</b>	<b>TSB:</b> 08-026-24 <b>GROUP:</b> 08 - Electrical	<b>Date:</b>	January 25, 2024	<b>REVISION:</b>	-
<b>VEHICLES AFFECTED:</b>	<p>2021 (MP) Compass                  2021 (DP) 4500/5500 Cab Chassis                  2021 (DF) 3500 10K Lb. Cab Chassis                  2021 (DT) 1500 Pickup                  2021 (DJ) 2500 Pickup                  2021 (D2) 3500 Pickup                  2022 - 2023 (DD) RAM 3500 Cab Chassis                  2021 - 2023 (LA) Challenger                  2021 - 2023 (LD) Charger                  2021 - 2023 (LX) Charger / Magnum                  2021 - 2023 (BV) Renegade                  2021 - 2023 (JL) Wrangler                  2021 - 2023 (JT) Gladiator                  2021 - 2023 (KL) Cherokee                  2021 - 2023 (WK) Grand Cherokee                  2021 - 2023 (DS) 1500 Classic</p> <p><b>This bulletin applies to 2021 model year vehicles equipped with:</b></p> <ul style="list-style-type: none"> <li>Uconnect 4C NAV with 8.4" Display (Sales Codes UAQ, UCQ, UAV, UCV, UAS and UCS).</li> </ul> <p><b>This bulletin applies to 2022 model year vehicles equipped with:</b></p> <ul style="list-style-type: none"> <li>Uconnect 4C NAV with 8.4" Display (Sales Codes UAQ, UCQ, UAV, UCV, UAS and UCS).</li> </ul> <p><b>This bulletin applies to 2023 model year vehicles equipped with:</b></p> <ul style="list-style-type: none"> <li>Uconnect 4C NAV with 8.4" Display (Sales Codes UAQ, UCQ, UAV, UCV, UAS and UCS).</li> </ul>			<p><b>MARKET APPLICABILITY:</b></p> <p><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</p>	
<b>CUSTOMER SYMPTOM:</b>	<p><b>Customer 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 QR39.5 to QR40.11.

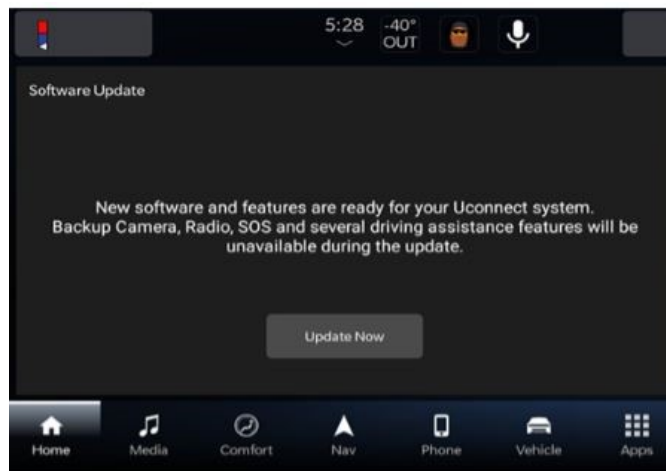
**NOTE: National launch for this FOTA update is expected to begin February 19, 2024.**

**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 builtin 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 Service Bulletin to inform the dealer how the FOTA update is performed. This document does not contain a LOP for reimbursement.**

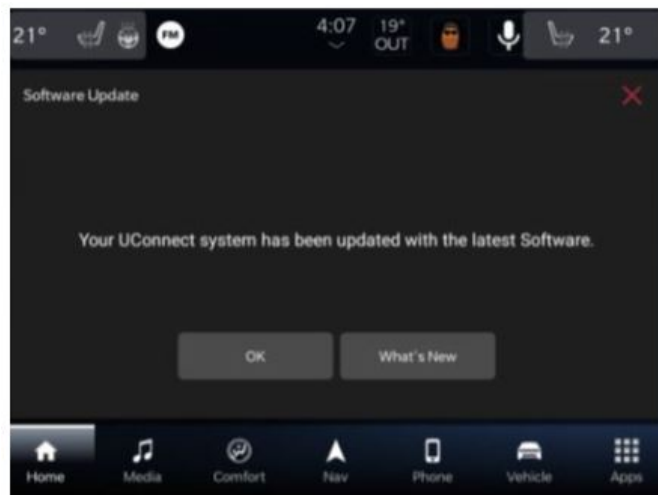
1. The vehicle needs to be in 'Park'. The ignition needs to be in the off position.
2. If the customer selects "Update Now" they can shut off the vehicle and leave. The update will be completed automatically [Fig. 1](#).



**Fig. 1**  
Software Acceptance Screen

**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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