| STELLANTIS PARTS & SERVICES | **Technical Service Bulletin (TSB)** **Radio Over The Air Update from** **LR34.51 to LR35.41 Software Version** |
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| **REFERENCE:** | **TSB:** 08-029-24 **GROUP:** 08 - Electrical | **Date:** | January 30, 2024 | **REVISION:** | - |
|---|---|---|---|---|---|

| **VEHICLES AFFECTED:** | **2020 - 2021 (DF) RAM 3500 10k Lb. Cab Chassis** **2020 - 2021 (DP) RAM 4500/5500 Cab Chassis** **2020 - 2021 (DT) RAM 1500 Pickup** **2020 - 2021 (DJ) RAM 2500 Pickup** **2020 - 2021 (D2) RAM 3500 Pickup** **2020 - 2021 (DD) RAM 3500 Cab Chassis** **This bulletin applies to vehicles equipped with Uconnect 12.0 with Navigation (Sales Codes UAX and UCX).** | **MARKET APPLICABILITY:** ☒ NA ☐ MEA ☐ SA ☐ IAP ☐ EE ☐ CH |
|---|---|---|
| **CUSTOMER SYMPTOM:** | **Customer may experience one or more of the following:** • 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 LR34.51 to LR35.41.

**NOTE: National launch for this FOTA update is expected to begin Feburary 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.

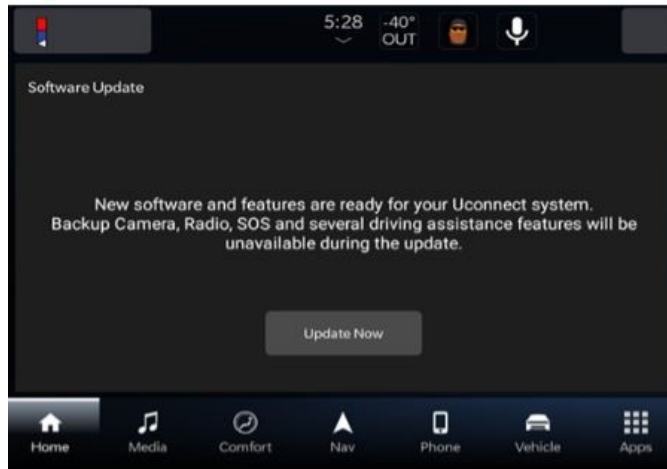**Fig. 1**
Software Acceptance Screen

**NOTE: This step may take several minutes to complete.**

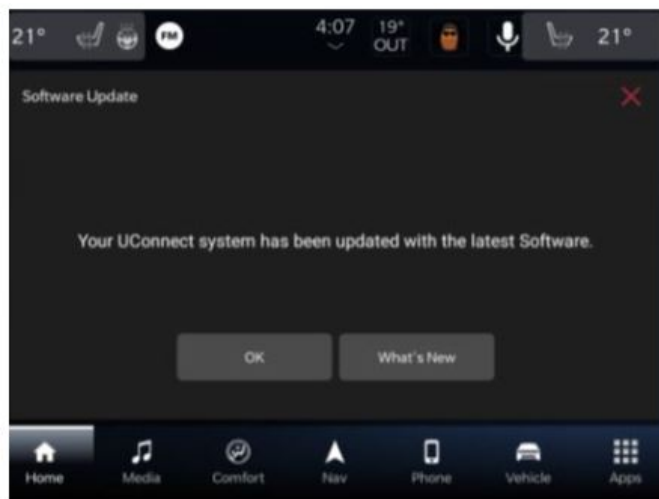3. Upon completion of update, the radio will display a confirmation message Fig. 2.



**Fig. 2**
Software Update Confirmation Screen

**POLICY:**
Information Only