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| REFERENCE: | TSB: 08-007-24 REV. D GROUP: 08 - Electrical | Date: | July 18, 2024 | REVISION: | 08-007-24 REV. C | | | | | | |
| VEHICLES AFFECTED: | **2022** - 2024 (RU) Chrysler Pacifica This bulletin applies to vehicles equipped with a Global Telematics Box Module (TBM) (Sales Code RDG) and one of the following radios: <ul style="list-style-type: none"> Uconnect 5 NAV W 8.4" Display (Sales Codes UBL or UEL). Uconnect 5 NAV W 10.1" Display (Sales Codes UBN or UEN). | | MARKET APPLICABILITY: <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 |
| <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 | | | | | | | | | | |
| CUSTOMER SYMPTOM: | Customers may experience one or more of the following: <ul style="list-style-type: none"> Blank Phone widget displayed. Radio freeze after reverse event (Rearview Camera (RVC) functions normally). Blank hybrid screen. Screen off at start up (RVC functions normally). Radio restart before sleep after switching between different USBs. Pop up error "setting not saved" occurring when attempting to enable Geolocation (Privacy Mode Off). Amplifier module sets Diagnostic Trouble Code (DTC) U0485 - Implausible Data Received From Radio. During FOTA scheduling, if OK is not pressed to confirm time selected, vehicle will sleep. Apps downloaded for one connected profile are being shared with other local profiles. Switching profiles with slow response. Slow response switching between camera views. Black radio screen (RVC functions normally). Rear seat reminder alert unavailable. Wi-Fi software update pop-up is being triggered in non-connected vehicles. Switching to Android menu, display screen blinks on green color. Microphone inoperative during SOS call from the vehicle. | | | | | | | | | | |
| CAUSE: | Radio software | | | | | | | | | | |

This bulletin supersedes Technical Service Bulletin (TSB) 08-007-24 REV. C, date of issue April 10, 2024, which should be removed from your files. All revisions are highlighted with **asterisks**** and include an additional model year, updated launch date and software levels.**

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 ****T25.50 or T27.39**** to U29.28.

NOTE: The national launch for the FOTA is expected to begin **July 29, 2024.******

DISCUSSION:

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

POLICY:

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