

Technical Service Bulletin (TSB)
Radio Over The Air Update from
U29.28 and U33.9 to U33.43 Software Version

REFERENCE:	TSB: 08-181-24 REV. A GROUP: 08 - Electrical	Date:	October 9, 2024	REVISION:	08-181-24
VEHICLES AFFECTED:	2022 - 2024 (RU) Chrysler Pacifica / Voyager **This bulletin applies to 2022-2023 RU vehicles equipped with 3.6L V6 24V VVT Engine Upg I w/ESS (Sales Code ERC) and all 2024 RU vehicles equipped with one of the following:** <ul style="list-style-type: none"> Uconnect 5 NAV W 8.4" Display (Sales Codes UBL or UEL) with a Global Telematics Box Module (Sales Code RDG). Uconnect 5 NAV W 10.1" Display (Sales Codes UBN or UEN) with a Global Telematics Box Module (Sales Code RDG). 			MARKET APPLICABILITY: <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 also experience one or more of the following: <ul style="list-style-type: none"> Unable to select the Turn by Turn Navigation. Blank Performance Pages (Rearview Camera (RVC) Functions Normally). **Android Auto® Voice Recognition (VR) inoperative.** Media Tuner delayed. **Charge Schedule not accepting updates via phone (RVC Functions Normally).** Ambient light inoperative. **Instrument Panel Cluster (IPC) map inoperative.** Media widget blank. Navigation map black. Off road pages inoperative (RVC Functions Normally). VR inoperative. Incorrect song title displayed ** (Apple® CarPlay® only)**. **Radio display switches from the Media page to the Home page (RVC Functions Normally).** Ghost touch on Navigation screen (RVC Functions Normally). Widgets are missing. New User Profile does not load. Display returns to the wrong page after the View "Camera Event" button is selected by customer in the "Camera View Pages" (RVC Functions Normally). 				
CAUSE:	Various software issues due to the current software version of the radio.				

This bulletin supersedes Technical Service Bulletin (TSB) 08-181-24, date of issue August 10, 2024, which should be removed from your files. All revisions are highlighted with **asterisks**** and include the addition of a sales code and updated Customer Symptoms.**

REPAIR SUMMARY:

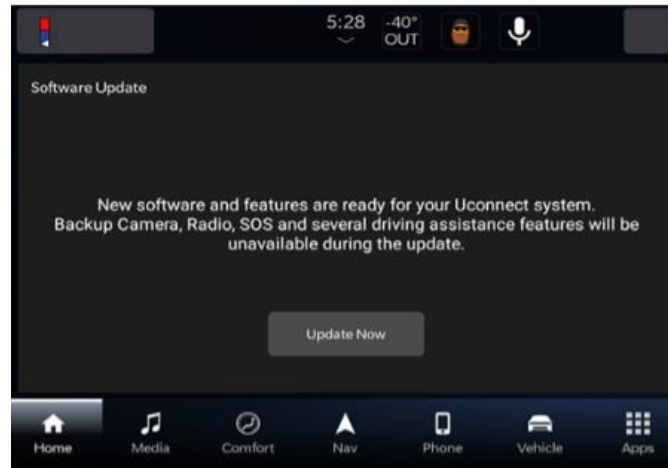
This bulletin provides information regarding the latest FOTA update and provides the service technician an overview of the steps a customer will need to take to complete the update. The radio software will be updated from U29.28 or U33.9 to U33.43.

NOTE: The Estimated National launch date is August 31, 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 built in 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 Technical Service Bulletin to inform the dealer how the FOTA update is performed. This document does not contain a LOP for reimbursement.

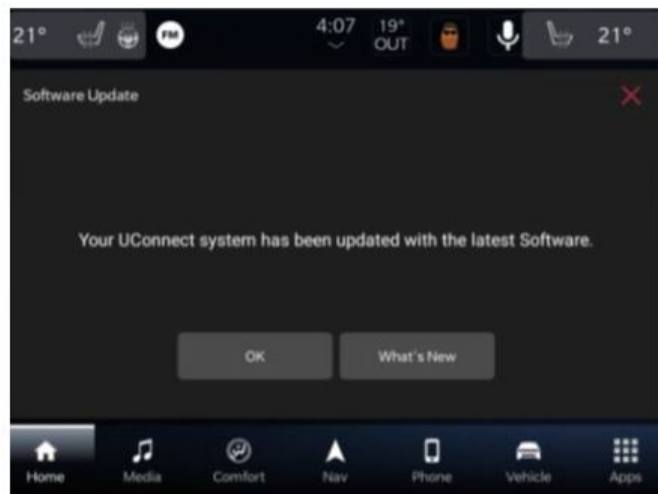
**Fig. 1**

Software Acceptance Screen

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

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

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.