

RADIO OVER THE AIR SOFTWARE VERSION UPDATES



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GROUP: 08 - Electrical

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This bulletin supersedes Technical Service Bulletin (TSB) 08-031-22, date of issue February 09, 2022, which should be removed from your files. All revisions are highlighted with **asterisks**** and include additional sales code.**

SUBJECT:

Radio Over The Air Software Version Updates

OVERVIEW:

This bulletin provides information regarding the latest Flash 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.

National launch for this FOTA update is expected on:

- Current Level R139.01.53 update to R141.01.12, launched on 02/08/2022.
- Current Level R136.10.04 update to R141.01.12, launched on 02/11/2022.
- Current Level R136.09.00 update to R141.01.12, launched on 02/16/2022.

MODELS:

| | | |
|------|------|---------------------------|
| 2022 | (DS) | RAM 1500 Pickup |
| 2022 | (DT) | RAM 1500 Pickup |
| 2022 | (DJ) | RAM 2500 Pickup |
| 2022 | (D2) | RAM 3500 Pickup |
| 2022 | (DD) | RAM 3500 Cab Chassis |
| 2022 | (DF) | RAM 3500 <10K Cab Chassis |
| 2022 | (DP) | RAM 4500/5500 Cab Chassis |
| 2022 | (RU) | Chrysler Pacifica |

NOTE: This bulletin applies to vehicles within the following markets/countries: North America (U.S. and Canada).

NOTE: This bulletin applies to RU vehicles built on or before January 28, 2022 (MDH 0128XX) equipped with Uconnect 5 w 7" Display (Sales Codes UBC, UEC) ****and Global Telematics Box Module (Sales Code RDG).****

NOTE: This bulletin applies to DS, DT, DD, D2, DJ, DP or DF vehicles built on or before January 24, 2022 (MDH 0124XX) equipped Uconnect 5 W 8.4" Display (Sales Codes UBD and UED) ****and Global Telematics Box Module (Sales Code RDG).****

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- Phone notification volume pops up while switching between driver profiles.
- Media widget gets "blackout" on SXM after switching user profiles.
- In light them mode and in balance/fade menu, hard to see the position icon.
- In shortcuts menu pulled down from status bar, the right side arrow is highlighted like it can be selected. This should be greyed out like the left arrow.
- Loss of SXM radio saved presets.
- Compass not showing or showing incorrect direction.
- When on a phone call with bluetooth, echo noise can be heard.
- SXM radio audio is playing in vehicle speakers while call is ongoing.
- SXM radio stuck on current channel, no audio and can't navigate to other channels using soft keys or knob.

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

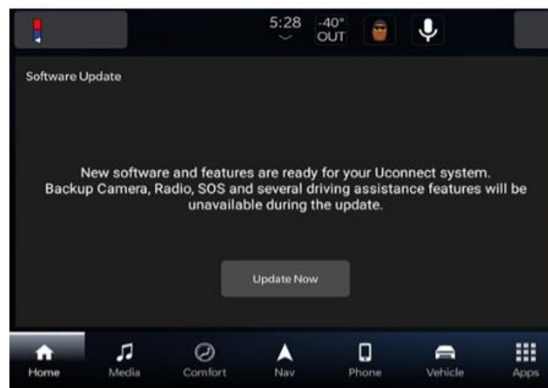


Fig. 1
Software Acceptance Screen

1. The vehicle needs to be in 'park'. The ignition needs to be in the off position.
2. If the customer selects "Update Now" 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) .

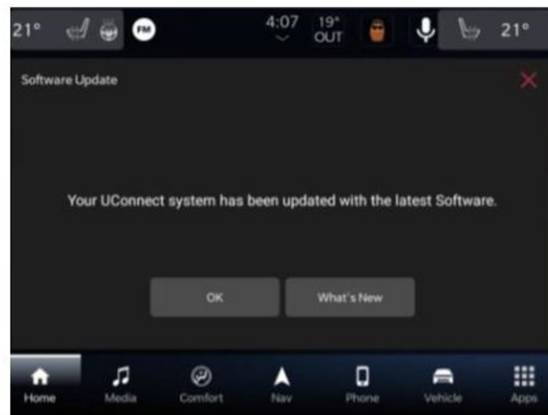


Fig. 2
Software Update Confirmation Screen

POLICY:
Information Only