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SUBJECT:

Flash Over The Air (FOTA) Software Update RA3 and RA4 Radio

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.

MODELS:

| | | |
|-------------|------|------------------------------|
| 2015 - 2017 | (BU) | Jeep Renegade |
| 2013 - 2017 | (KL) | Jeep Cherokee |
| 2017 | (RU) | Chrysler Pacifica |
| 2015 - 2017 | (UF) | Chrysler 200 |
| 2014 - 2017 | (WD) | Dodge Durango |
| 2014 - 2017 | (WK) | Jeep Grand Cherokee |
| 2013 - 2017 | (ZD) | Dodge Viper |
| 2015 - 2016 | (LA) | Dodge Challenger |
| 2015 - 2016 | (LD) | Dodge Charger |
| 2015 - 2016 | (LX) | Chrysler 300 |
| 2013 - 2017 | (DS) | RAM 1500 Pickup |
| 2013 - 2017 | (D2) | RAM 3500 Pickup |
| 2013 - 2017 | (DD) | RAM 3500 Cab Chassis |
| 2013 - 2017 | (DF) | RAM 3500 <10K LB Cab Chassis |
| 2013 - 2017 | (DJ) | RAM 2500 Pickup |
| 2013 - 2017 | (DP) | RAM 4500/5500 Cab Chassis |

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

NOTE: This bulletin applies to vehicles equipped with Uconnect 3C With 8.4" Display (Sales Code RA3) or Uconnect 3C Nav With 8.4" Display (Sales Code RA4) with Uconnect Access (Sales Code RS7).

DISCUSSION:

Vehicles sold in the U.S. can receive software updates “over-the-air”. Updates to software will occur in a phased roll-out. The software is updated through the built-in cellular modem in the radio. 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: If the update is not performed the following will occur.

On November 3rd, 2019, all vehicles GPS functionalities (i.e. location, turn-by-turn, date, time) will be inaccurate.

- Certain connected services applications will lose functionality that depend on accurate GPS. There will be no error message displayed to the customer.
- Vehicle location on GPS navigation screen will no longer follow the streets on the map.
- Connected services that utilize GPS time will no longer function.

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.

REGULAR UPDATE MODE (Fig. 1) : This regular update mode is offered to the user 19 times. Vehicle conditions have to be met to initiate regular update mode. The user will see the following “Update Now” pop-up window after IGNITION OFF (if conditions are met, such as battery charge state, door closed) If user updates “now” or schedules the update then the software installs (updates) and no more pop-up window will be experienced. If user opts out (by opening the door, or postponing the update on subsequent screens) then this update option will be offered up to 18 more instances at IGNITION OFF.

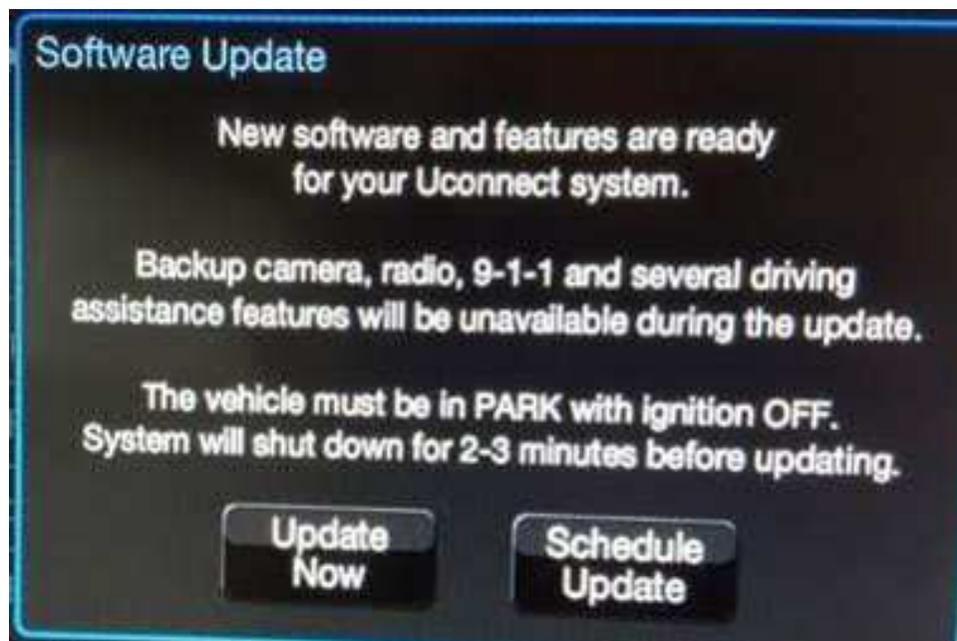


Fig. 1
Regular Update Mode Screen

FORCED UPDATE MODE: If the user rejected or did not utilize the regular update mode options 19 times then at the 20th IGNITION ON the radio will go into “forced update” mode. At IGNITION ON the following pop-up will show (Fig. 2) :



Fig. 2
Forced Update Screen

NOTE: If selecting “Schedule Update” the screen below will be displayed. The customer can select the exact time they want the update to begin (Fig. 2) .

NOTE: The update should be scheduled at a time when the vehicle is parked for an extended period (preferably overnight).

The “Set Time” button must be selected after the time for the update has been selected, if the “Cancel” button is pushed then the update will not be scheduled (Fig. 3) .

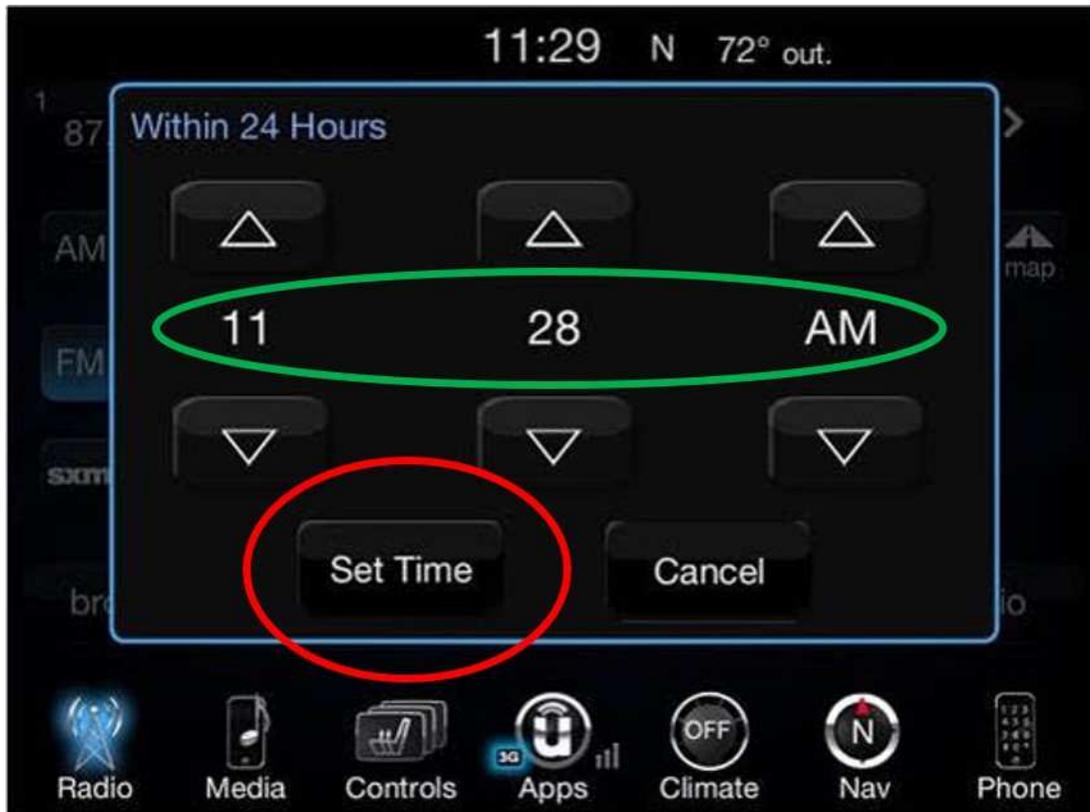


Fig. 3
Schedule Update Screen

1. The vehicle needs to be in the park position. The ignition needs to be off .

NOTE: The customer will then get another pop up messages stating that the update will take place on the time they selected, they must then select the “OK” button to confirm, if they select the “X” button then this will dismiss the scheduled software update (Fig. 4) .



Fig. 4
Confirmation Update is Scheduled

- Whether the customer selects “Update Now” or “Schedule Update” and sets a time, they can shut off the vehicle and leave. The update will be completed automatically (Fig. 5) .

NOTE: This phase may take ten to fifteen minutes to complete.

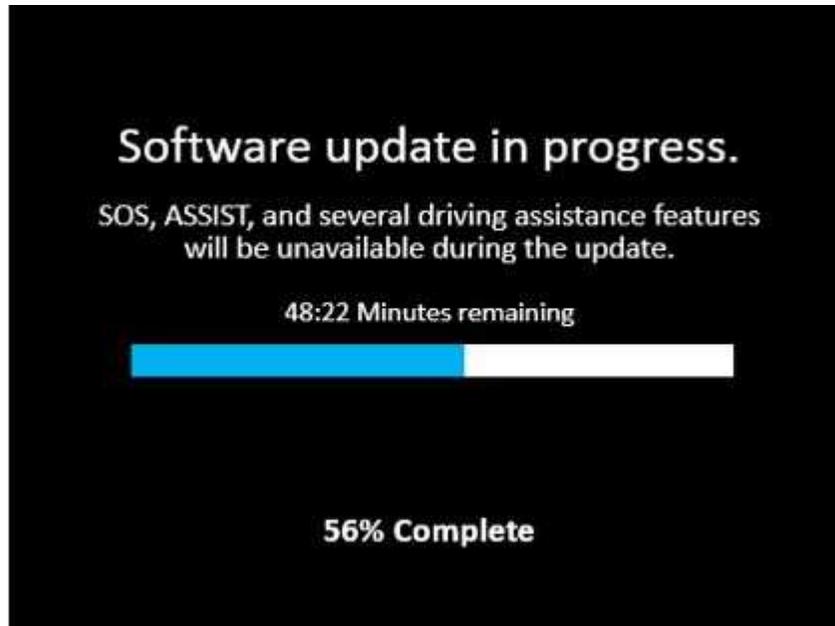


Fig. 5
Update In Progress Screen (Generic Picture)

- Upon completion of the update, the radio will display a confirmation message (Fig. 6) .



Fig. 6
Confirmation Screen

POLICY:
Information Only.