CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA
Radio Software Update

STELLANTIS

FCA US LLC

Reference: ZD7

CHRYSLER — 2018 – 2021 (RU) Chrysler Pacifica/Voyager
2018 – 2021 (LX) Chrysler 300

DODGE — 2018 – 2021 (LA) Dodge Challenger
2018 – 2021 (LD) Dodge Charger
2018 – 2021 (WD) Dodge Durango

Jeep — 2018 – 2021 (JL) Jeep Wrangler
2018 – 2021 (MP) Jeep Compass
2018 – 2021 (WK) Jeep Grand Cherokee
2018 – 2021 (KL) Jeep Cherokee
2018 – 2021 (JT) Jeep Gladiator

RAM — 2018 – 2021 (DS) Ram 1500 Pickup
2018 – 2021 (DT) Ram 1500 Pickup
2018 – 2021 (DJ) Ram 2500 Pickup
2018 – 2021 (D2) Ram 3500 Pickup
2018 – 2021 (DD) Ram 3500 Cab Chassis
2018 – 2021 (DP) Ram 4500/5500 Cab Chassis

Template Version 1.8

Revision	Edition	Detail
0	May 2023	Initial Version.
1	June 2023	NOTE: Added additional information in the LOP section

SYMPTOM DESCRIPTION

The radio on about 13,848 of the above vehicles may not have access to connected services (Remote Operations, SOS Calls, Mobile Apps, SXM server connectivity, Wi-Fi and other connected services).

SCOPE

This campaign applies only to the above vehicles equipped with a Center Display Uconnect 12.0" 0r 8.4" with Navigation.

NOTE: Some vehicles above may have been identified as not involved in this campaign and therefore have been excluded from this campaign.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should complete this campaign service on these vehicles before retail delivery. Dealers should also perform this repair on vehicles in used vehicle inventory and those vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process

REPAIR TO BE PERFORMED

All customers were mailed an USB and requested to reprogram the radio with updated software, customers may request to have their local dealer update the radio software.

COMPLETION REPORTING / REIMBURSEMENT

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record recall service completions and provide dealer payments.

Use the following labor operation numbers and time allowances:

Labor Description	Number	Hrs
Inspect for updated radio software	18-ZD-71-81	0.2hrs.
Inspect radio software level and update software	18-ZD-71-82	0.6hrs.

NOTE: USB Jump Drive LOP's are ONLY to be claimed if no Jump Drive was created for the previous released TSB.

Related Operation
Create USB Jump Drive for
UAV Radio (One Time ONLY)18-ZD-71-50   0.2hrs.

Create USB Jump Drive for
UCV Radio (One Time ONLY)18-ZD-71-51   0.2hrs.

Create USB Jump Drive for
UAQ Radio (One Time ONLY)18-ZD-71-52   0.2hrs.

Create USB Jump Drive for
UCQ Radio (One Time ONLY)18-ZD-71-53   0.2hrs.

Create USB Jump Drive for
UAX Radio (One Time ONLY)18-ZD-71-54   0.2hrs.

Create USB Jump Drive for
UCX Radio (One Time ONLY)18-ZD-71-55   0.2hrs.

Create USB Jump Drive for
UAS Radio (One Time ONLY)18-ZD-71-56   0.2hrs.

Create USB Jump Drive for
UCS Radio (One Time ONLY)18-ZD-71-57   0.2hrs.

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

PARTS INFORMATION

No parts required for this campaign

PARTS RETURN

No parts return required for this campaign.

SPECIAL TOOLS

The following special tools is /are required to perform this repair:

Number	Description
NPN	wiTECH MicroPod II / MDP
NPN	Laptop Computer
NPN	wiTECH Software
NPN	USB Flash Drive (Minimum 4GB Maximum 16GB)

DEALER NOTIFICATION

To view this notification on DealerCONNECT, select "Global Recall System" on the Service tab, then click on the description of this notification.

Radio Software Update

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Service Procedure

A. Verify the Radio Software Version

1. Using the radio touch screen, simultaneously place both thumbs on the corners of the touch screen and hold for approximately 6 seconds or until the "Dealer Mode" screen is displayed (Figure 1).

NOTE: 12" screen illustrated for 8.4" screen place thumbs in similar location.

2. Select "System Information".

3. Select "Radio Part Information".

4. Read "Application Version".

5. Verify that the software version is at PR40.1 or above for 12" radio QR40.1 or above for 8.4" radio.

   ➢ **Yes** – Software version is at **PR40.1 or above for 12" radio QR40.1 or above for 8.4" radio.** This notification is complete. Claim the inspection LOP.

   ➢ **No** – Software version number is **lower than PR40.1. QR 40.1** Update radio software. Proceed to **Section B. Download Software**
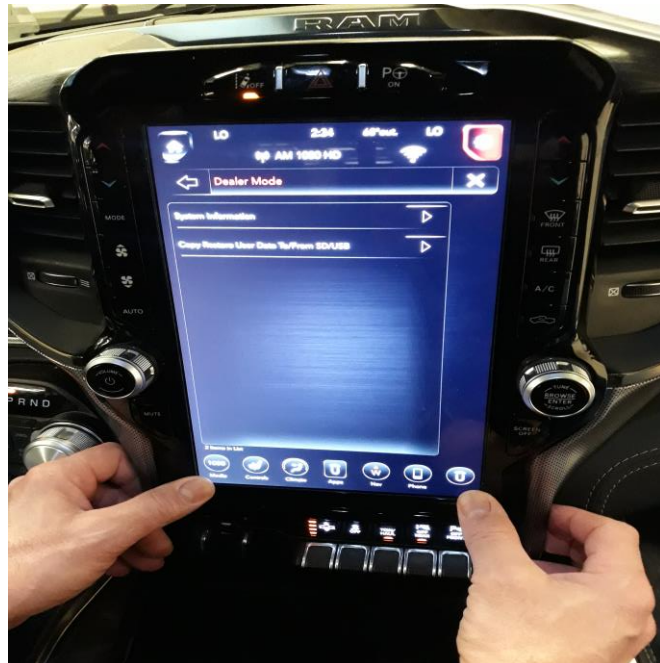

Figure 1 – Display Screen

B. Software Download

1. Download the Software Update to a USB Flash Drive.

   ➢ A USB Flash Drive must be a minimum of 4 GB to a maximum 16 GB.

   ➢ The flash drive **must not** contain any files (including documents, music, or pictures).

2. Plug the flash drive into the computer and make sure it is active and ready to use. Record the name of the USB flash drive and the drive location.

3. Format the USB flash drive (FAT32).

4. Confirm that there are no files or folders on the USB Flash drive. This is done to ensure that there are no conflicting files that may interrupt the software update process.

5. Leave the USB Flash drive in the computer and proceed to the next step.

6. Go to Dealer CONNECT.

7. Select the "**Service**" tab.

8. Select "**Uconnect**" from the Uconnect Command Center.

Service Procedure [Continued]

9. Select "**Uconnect Dealer Software Downloads**".

10. Enter the vehicle VIN. And select "**GO**"

11. Select Software Release ID.

12. Select the "**MAC**" operating system (OS) only.

13. Select "Download directly to your browser".

14. Select the downloaded file and **copy** the .zip file directly to the USB drive folder. Do not extract.

15. Safely remove the flash drive from your computer and proceed to **Section C. Update Radio Software Version**.

C. Update Radio Software Version

1. Open the hood.

2. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the flash process. Set the battery charger timer (if so equipped) to continuous charge.

NOTE: Use an accurate stand-alone voltmeter. The battery charger voltmeter may not be sufficiently accurate. Voltages outside of the specified range will cause an unsuccessful flash. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

3. Remove all devices (SD, USB, AUX) from the media hub.

4. Insert the USB flash drive containing the downloaded software into the vehicle USB port.

5. The radio screen will display a Software Update message.

6. Follow the radio screen prompts.

7. The progress bar will display status of the update.

8. Wait for software update screen to be displayed. If the screen goes black for an extended period, press the radio power button.

9. Verify the software is at the correct version (PR40.1 or above for 12" radio QR40.1 or above for 8.4" radio.

   ➢ **YES** – Remove the USB flash drive from the vehicle USB port and disconnect the battery charger. Proceed to **Step 10**.

   ➢ **No** – Perform the update again beginning with **Step 3**.

10. Perform a factory reset, using the radio touch screen. Navigate through the following screens: Apps > Settings > Reset > Factory Reset.

11. Once the reset is completed, cycle the ignition to the OFF position, open and close the driver door, then let all modules go to sleep. Make sure the scan tool is **not** connected at this point.

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Service Procedure [Continued]

12.   After all the modules have been in sleep mode for five minutes, cycle the ignition back to the RUN position.

13.   Before clearing all DTCs, cycle the ignition OFF and back to RUN quickly (within two seconds).

14.   Using wiTECH, clear all DTCs that may have been set in any module due to reprogramming.

15.   Disconnect the battery charger and close the hood.

16.   Return the vehicle to the customer.

This notice applies to your vehicle,

[Model Year and Model]
VIN XXXXXXXXXXXXXXXXX

ZD7

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

1. **RECOMMENDED OPTION**
   Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership

2. **Call the FCA Uconnect Assistance Center at 1-877-855-8400. An agent can confirm part availability and help schedule an appointment**

3. **Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity.

DEALERSHIP INSTRUCTIONS
Please reference CSN ZD7.

CUSTOMER SATISFACTION NOTIFICATION
Radio Software Update

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle [1]. This will be done at no charge to you.

We are recommending the following improvements be performed on certain [**2018-2021 Model Year (DS) Ram 1500 Pickup, (DT) Ram 1500 Pickup,(DJ) Ram 2500 Pickup,(D2) Ram 3500 Pickup,(DD) Ram 3500 Cab Chassis, (DP) 4500/5500 Cab Chassis, (LA) Dodge Challenger,(LD) Dodge Charger, (LX) Chrysler 300,(JL) Jeep⬜ Wrangler, (MP)Jeep Compass,(RU) Chrysler Pacifica/Voyager,(WK) Jeep Grand Cherokee,(KL) Jeep Cherokee,(JT) Jeep Gladiator**] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?
The radio on your vehicle may not have access to connected services (Remote Operations, SOS Calls, Mobile Apps, SXM server connectivity, Wi-Fi and other connected services).

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?
You must perform the software update utilizing the enclosed USB flash drive, following the on-screen prompts which will guide you through the process. Please follow the enclosed instructions to begin the update.

TO SCHEDULE YOUR <u>FREE</u> REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?
If you have already experienced this specific condition and have paid to have it repaired, you may visit **www.fcarecallreimbursement.com** to submit your reimbursement request online. [2] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the repair performed.

We apologize for any inconvenience, but are sincerely concerned about your satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.

![FCA - FIAT CHRYSLER AUTOMOBILES]

Customer Satisfaction Notification ZD7
Radio USB Software Update Instructions

WARNING: This procedure requires the engine to be running for up to 30 minutes. The vehicle must be located in an area with adequate ventilation. Failure to have adequate ventilation could cause a build-up of carbon monoxide and/or low oxygen levels. Do not attempt to perform this procedure in an enclosed garage or parking structure.

CAUTION: The software update procedure takes 30 minutes. You must allow 35 minutes to perform this software update.

CAUTION: Do not drive the vehicle while the radio software update is being performed.

CAUTION: Do not perform this radio software update while the vehicle is parked over combustible material (tall grass, brush, leaves, etc.). The exhaust pipe temperatures could cause a fire.

CAUTION: Be sure that there is at least 1/4 tank of fuel before performing this software update.

CAUTION: Do not leave the vehicle unattended while performing this software update. An unattended running vehicle may result in vehicle theft. Also, a running unattended vehicle may violate state and/or local laws.

CAUTION: Do not install the supplied USB drive into any other FCA vehicles. Permanent radio damage to those vehicles may occur. Discard the supplied USB drive after the radio software in the intended vehicle has been updated.

1. Start Engine

2. Insert the provided USB into the vehicles USB media port.

3. Display screen will display "Update Now" or "Decline" (Figure 1).

4. Select "Update Now" to update the radio software (Figure 1).

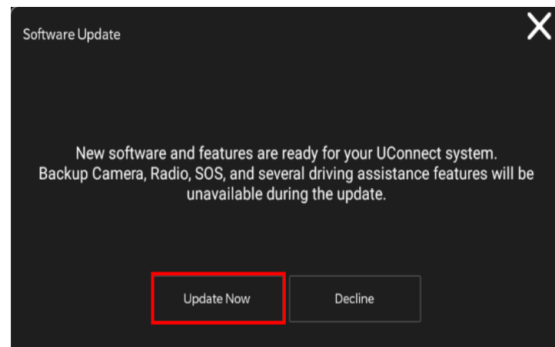5. "Updating" screen will display (Figure 2).
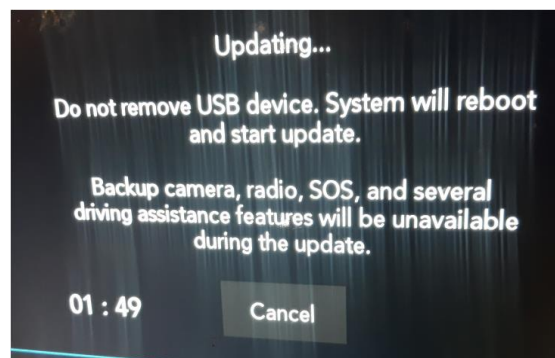

Figure 1

Figure 2

6. Software update in progress screen will display (Figure 3).

Figure 3

7. Upon successful completion of software update, the display will indicate "Software Update is complete" (Figure 4).

8. Remove the USB from the USB port and **DISCARD**.

   NOTE: Do not install the supplied USB drive into any other FCA vehicles. Permanent radio damage to those vehicles may occur. Discard the supplied USB drive after the radio software in the intended vehicle has been updated.
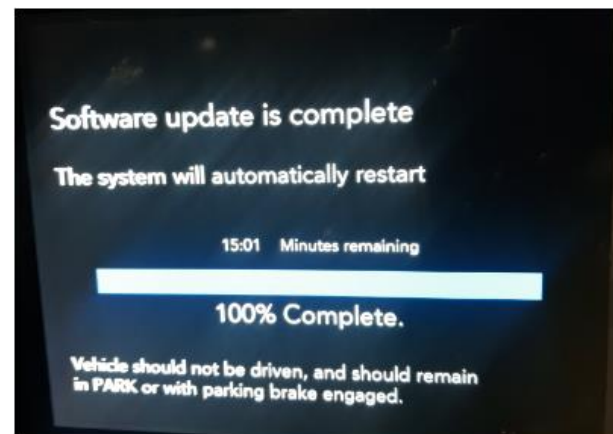

Figure 4