

<b>REFERENCE:</b>	<b>TSB:</b> 08-140-23 <b>GROUP</b> 08 - Electrical	<b>Date:</b>	June 9, 2023	<b>REVISION:</b>	—
<b>VEHICLES AFFECTED:</b>	2020 (BV) Jeep Renegade 2020 (RU) Chrysler Pacifica 2020 (MP) Jeep Compass 2020 (KL) Jeep Cherokee 2020 (WK) Jeep Grand Cherokee 2020 (WD) Dodge Durango 2020 (JL) Jeep Wrangler 2020 (JT) Jeep Gladiator 2020 (LA) Dodge Challenger 2020 (LD) Dodge Charger 2020 (LX) Chrysler 300 2020 (DS) RAM 1500 Pickup 2020 (DT) RAM 1500 Pickup 2020 (DJ) RAM 2500 Pickup 2020 (D2) Ram 3500 Pickup 2020 (DD) RAM 3500 Cab Chassis 2020 (DP) RAM 4500/5500 Cab Chassis 2020 (DF) RAM 10K Lb. Cab Chassis This bulletin applies to vehicles equipped with Uconnect 4C NAV W 8.4" Display (Sales Codes UCV and UCQ) and Uconnect 4 W 8.4" Display (Sales Codes UCS and UCR).			<b>MARKET APPLICABILITY:</b>	
				<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
<b>CUSTOMER SYMPTOM:</b>	<ul style="list-style-type: none"> <li>• Mobile WiFi inoperative upon start up.</li> <li>• WiFi hotspot gives "No Internet" connection message on phone when trying to connect to a device.</li> </ul>				
<b>CAUSE:</b>	Radio cell modem firmware level				

**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 JR34.41F to JR34.42F.

**NOTE: The National campaign for this FOTA update launched July 5, 2023.**

**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 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.**



Fig. 1

## Software Acceptance 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).



Fig. 2

## Schedule Update Screen

1. The vehicle transmission needs to be in the park position, or have the vehicle in neutral with parking brake engaged if equipped with a manual transmission. The ignition needs to be off.

- Whether the customer selects "Update Now" or "Schedule Update" (Fig. 2) and sets a time, they can shut off the vehicle and leave. The update will be completed automatically (Fig. 3) .

**NOTE: This step may take several minutes to complete.**

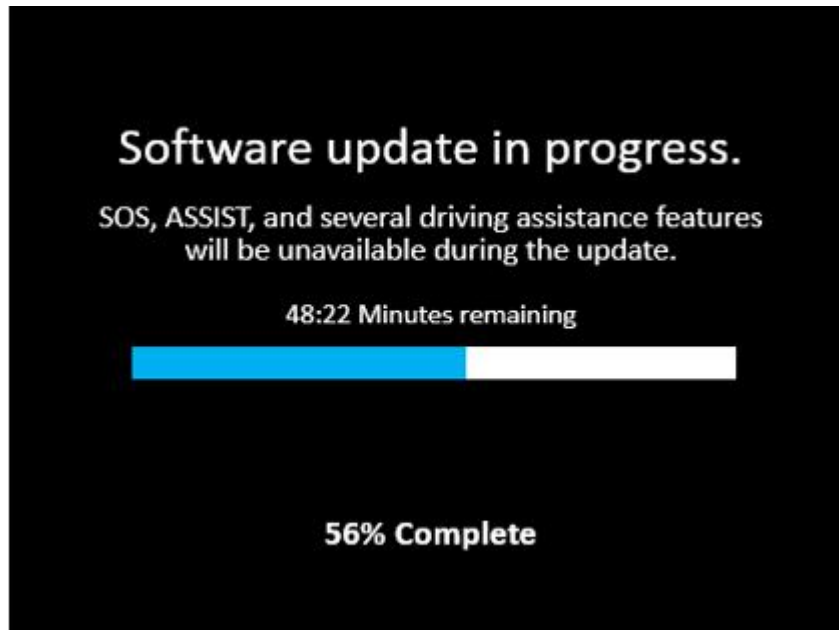


Fig. 3  
Update In Progress Screen

- Upon completion of update, the radio will display a confirmation message (Fig. 4) .



Fig. 4  
Update Confirmation Screen

**POLICY:**  
Information Only

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