REFERENCE:	TSB: 08-210-23 GROUP 08 - Electrical	Date:	August 31, 2023	REVISION:	-

VEHICLES AFFECTED:	**2022 - 2023 (RU) Chrysler Pacifica** **This bulletin applies to vehicles built on or before April 04, 2023 (MDH 0404XX) equipped with:** • Uconnect 5 Nav w/10.1″ Display (Sales Code UBN). • Uconnect 5 Nav w/10.1″ Display (Sales Code UEN). • Uconnect 5 w/10.1″ Display (Sales Code UBG). • Uconnect 5 w/10.1″ Display (Sales Code UEG). • Uconnect 5 w/10.1″ Display (Sales Code UFG). • Uconnect 5 Nav w/10.1″ Display (Sales Code UFN).	**MARKET APPLICABILITY:** ☒NA ☐MEA ☐SA ☐IAP ☐EE ☐CH

CUSTOMER SYMPTOM:	**The customer may describe one or more of the following:** • Amplifier module sets Diagnostic Trouble Code (DTC) U0485 - Implausible Data Received Set. • Radio reset (Rearview camera functions normally). • Voice Recognition (VR) inoperable. • Wireless CarPlayT® inoperable. • Audio sources inoperable. • Display switches to Nav on VR prompt. • Vehicle Positioning (Lat/Long) inoperable. • Surround View Camera inoperable (Rearview camera functions normally). • Unable to exit FamCam. • Audio Repetition inoperable. • Electric vehicle pages inoperable. • Translated text is incorrect. • Profile avatar changes in Valet Mode. • Display does not return to idle mode after call. • Dynamic rear view camera guidelines inoperable (Rearview camera functions normally). • FOTA popup won't dismiss. • Ambient Lights Setting inoperable. • Call Status on after all ended Favorites available in valet mode. • SXMT® Favorites inoperable. • Tutorial App inoperable. • Audio Repetition stops during incoming calls. • Unable to connect second device. • Unable to exit Seat Comfort popup. • Call does not end on the Instrument Panel Cluster (IPC). • Seat Comfort graphic incorrect. • Headphone button for front passenger display inoperable. • Schedule update inoperable. • USB media source inoperable on front passenger display. • SXMT® inoperable. • Wireless Android Auto® inoperable. • Media sources duplicated. • Audio unmuted at door close. • Radio freeze (Rearview camera functions normally). • Radio input lagging. • Navigation active with no active route. • Scheduled cabin cooling inoperable. • Incorrect phone repetition displayed.

	• Navigation routing inoperable. • Unable to exit Electric Vehicle Pages. • Comfort softkeys incorrect. • Comfort graphic overlap. • Unable to change audio sources. • Audio sources unavailable after profile switch. • No incoming call popup on Uconnect phone. • FamCam image in black and white. • SOS call status banner remains after call ended. • Press and hold inoperable on comfort temperature slider. • Setting preferences will not return to default. • Display input lagging after CarPlayT® is connected. • Changing to unselected audio source. • Setting preferences not saved on correct profile. • Translation error in Portuguese. • Memory seats not saved on correct profile. • Audio loss. • Incorrect keyboard in Japanese. • SXMT® channel art incorrect. • Rear Seat Entertainment (RSE) audio overlap. • European Media Source (DAB) available on North America vehicles. • Black screen (Rearview camera functions normally). • Unable to delete profile. • Assist call inoperable. • Unable to navigate menu with ongoing SOS call.
CAUSE:	**Radio software**

REPAIR SUMMARY:
This bulletin involves inspecting the software level and updating the software to T25.50.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-F2-AV	Radio, Software - Create USB Jump Drive from Uconnect Website **(One Time Only)** (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-F2-AW	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
Failure Code	CC	Customer Concern	

The dealer must use failure code CC with this Technical Service Bulletin.
- If the customer's concern matches the SYMPTOM identified in the Technical Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/ Service Library, verify all related systems are functioning as designed. If DTCs or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Check if the radio software has been updated. Go to "Vehicle Settings" then select " System Information" and look for "Radio Version".

2. Was the radio updated to T25.50?

   - YES >>> This bulletin does not apply. Additional diagnostics may be needed.
   - NO >>> Proceed to Step 3.

3. Has a **32GB** USB flash drive been created?

   - YES >>> Proceed to Step 11.
   - NO >>> Proceed to Step 4.

4. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information>Dealer software downloads to download the files.

5. Use a blank USB flash drive with at least 32GB of space. Follow the on-screen instructions to download the software files.

   NOTE: When downloading the software file, always select the MAC version, regardless of the computer being used.

6. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads (Fig. 1) .
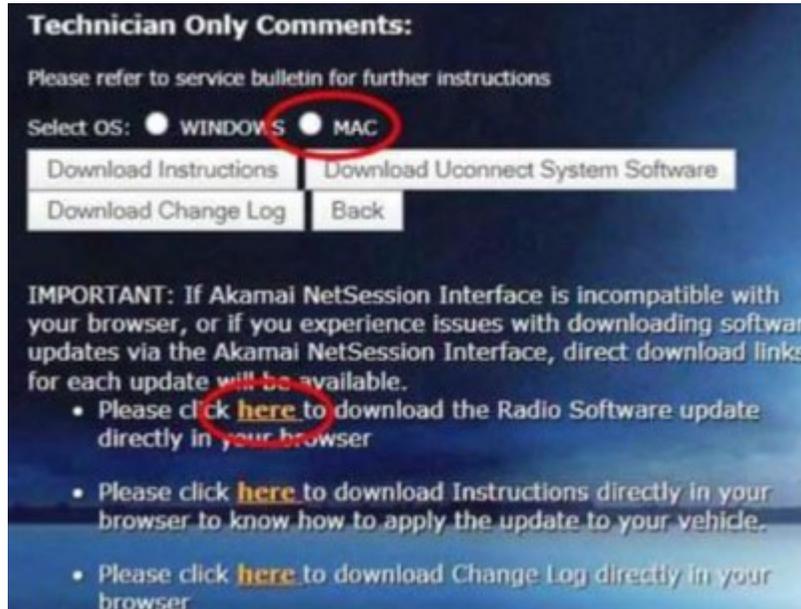

Fig. 1
MAC Download Steps

7. Download the radio SW from DealerCONNECT to a blank USB flash drive. The USB flash drive should be at least 32GB and formatted to **FAT32**.

8. **Do not unzip** the folder/file and move all contents to the root directory of the USB.

9. There should only be one file on the USB root directory labeled as a zip folder.

10. Once the USB flash drive have been created, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Codes.

11. Start the vehicle and insert the correct USB flash drive with new software into the USB port.

CAUTION! Make sure no other device is plugged into any of the USB ports while performing this re-program. If other devices are connected to USB ports during re-programming, it may cause failure of files to be loaded which may cause the radio to need replacement.

12. Once the system has verified there is an available update, press the "Update Now" button. Make sure the vehicle is in park. **Do NOT turn the ignition off until the two minute timer has expired. The ignition doesn't have to be turned off to update the radio's software** (Fig. 2) .
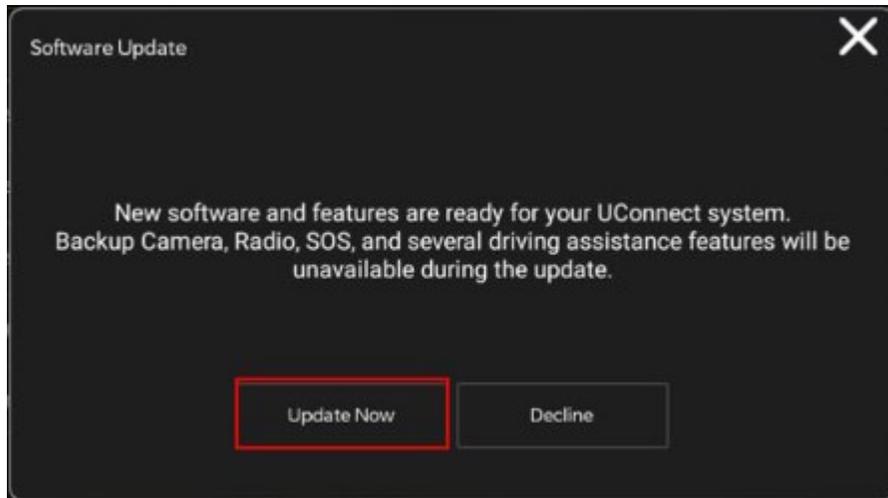
Fig. 2
Software Update Is Available

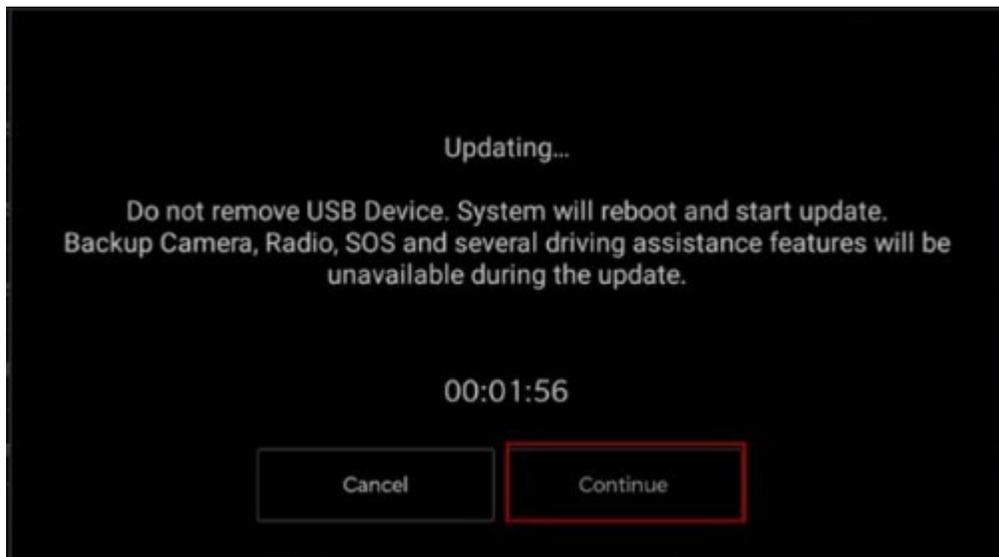13. Press the "Continue" on the display screen (Fig. 3) .

Fig. 3
Continue Display Screen

14. The radio will reboot and the update will begin. The update should only take 30 minutes (Fig. 4) .

    NOTE: Do NOT turn off the vehicle when the software update is completed and directed to remove the USB flash drive.


Fig. 4
Software Update Completed

15. **Do Not** turn off the ignition at this point. The update is still in process, wait until the radio restarts and the home screen is displayed. This should take around five minutes

16. Sometimes the radio will display an error pop up " Invalid_Binary_Switch " after successful radio update. Please ignore this error message and press "OK" to continue (Fig. 5) .
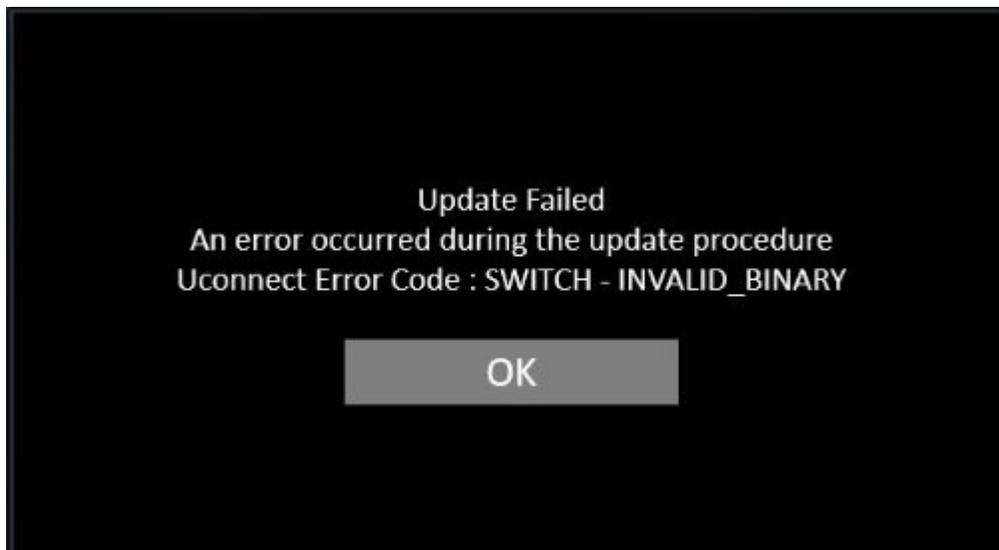
Fig. 5
Error Message

17. Press "OK" to continue (Fig. 6) .
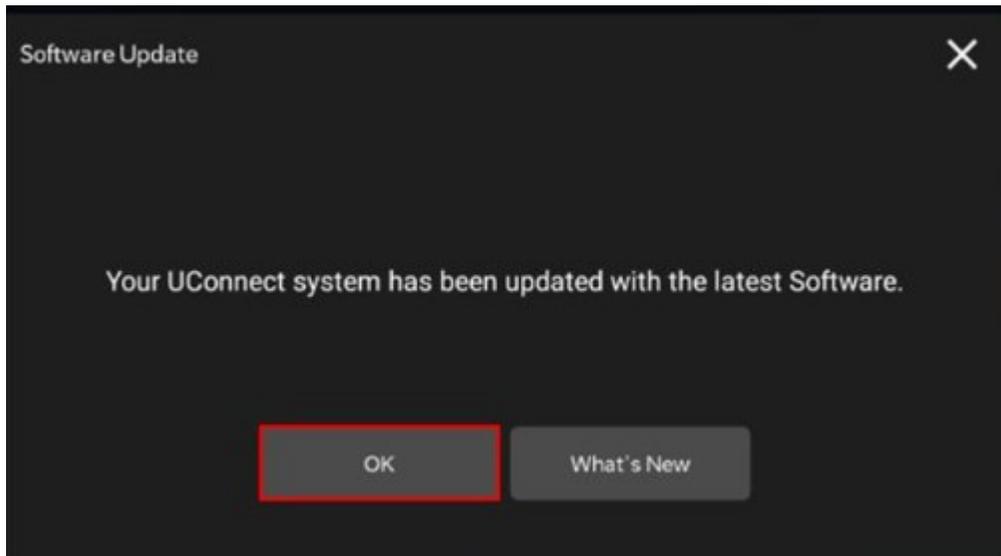
Fig. 6
Radio Software Has Been Updated

18. Check if the radio software has been updated. Go to "Vehicle Settings" then select " System Information" and look for "Radio Version".

19. Was the radio updated to T25.50?
- YES>>> Proceed to Step 20.
- NO>>> Perform the update one more time. Proceed to Step 11.

20. Perform a Factory Reset. This can be found in the radio under Vehicle Setting > Reset >Perform Factory Reset.

21. Once the reset is completed turn off the ignition open and closed the drivers door and let all modules go to sleep. Make sure the scan tool is not connected at this point.

22. After all the modules have been a sleep mode for five minutes, turn the ignition back on.

23. Before clearing all DTCs, cycle the ignition Off and back to "Run" quickly (within two seconds).

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

POLICY:
Reimbursable within the provisions of the warranty.