

<b>REFERENCE:</b>	<b>TSB:</b> 08-245-23 <b>GROUP:</b> 08 - Electrical	<b>Date:</b>	November 21, 2023	<b>REVISION:</b>	—
<b>VEHICLES AFFECTED:</b>	<p>2021 - 2023 (BV) Jeep Renegade                  2021 (D2) RAM 3500 Pickup                  2021 (DD) RAM 3500 Cab Chassis                  2021 (DF) RAM 3500 10K Lb. Cab Chassis                  2021 (DJ) RAM 2500 Pickup                  2021 (DP) RAM 4500/5500 Cab Chassis                  2021 (DS) RAM 1500 Pickup                  2021 (DT) Ram 1500 Pickup                  2021 - 2023 (JL) Jeep Wrangler                  2021 - 2023 (JT) Jeep Gladiator                  2021 - 2023 (KL) Jeep Cherokee                  2021 - 2023 (LA) Dodge Challenger                  2021 - 2023 (LD) Dodge Charger                  2021 - 2023 (LX) Chrysler 300                  2021 - 2023 (MP) Jeep Compass                  2021 (WK) Jeep Grand Cherokee</p> <p>This bulletin applies to LA, LD, LX vehicles built on or before March 29, 2023 (MDH 0329XX) equipped with one of the following radios below:</p> <p>This bulletin applies to JL, JT vehicles built on or before November 22, 2022 (MDH 1122XX) equipped with one of the following radios below:</p> <p>This bulletin applies to KL vehicles built on or before November 14, 2022 (MDH 1114XX) equipped with one of the following radios below:</p> <p>This bulletin applies to MP vehicles built on or before January 18, 2022 (MDH 0118XX) equipped with one of the following radios below:</p> <ul style="list-style-type: none"> <li>• Uconnect 4C Nav With 8.4" Display radio (Sales Codes UAV or UCV).</li> <li>• Uconnect 4C Nav With 8.4" Display radio (Sales Codes UAQ or UCQ).</li> <li>• Uconnect 4C With 8.4" Display radio (Sales Codes UAS or UCS).</li> </ul>			<p><b>MARKET APPLICABILITY:</b></p> <p><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</p>	
<b>CUSTOMER SYMPTOM:</b>	<p><b>Customers may experience one or more of the following:</b></p> <ul style="list-style-type: none"> <li>• Mobile Wi-Fi inoperative upon start up.</li> <li>• Hotspot gives "No Internet" connection message on phone when trying to connect to a device.</li> </ul>				
<b>CAUSE:</b>	<p><b>Various software issues due to the current software version of the radio.</b></p>				

**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 Q339.3 to QR39.62.

**NOTE: The National launch for this FOTA update campaign is expected to begin December 04, 2023.**

**DISCUSSION:**

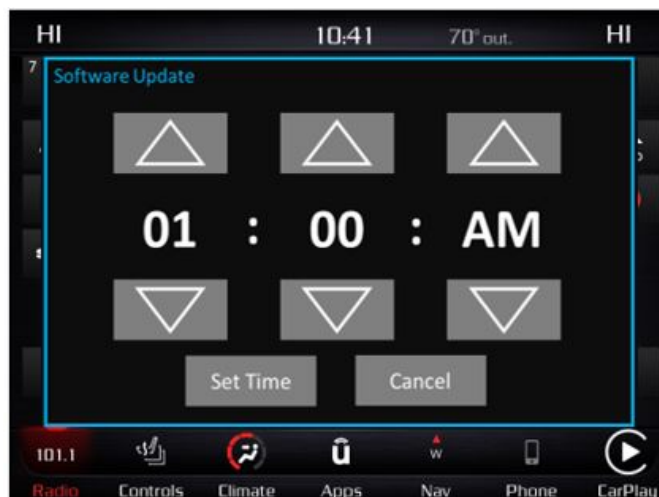
Vehicles sold in the U.S. and Canada can now receive software updates “over-the-air”. Updates to software will occur in a phased roll-out. The software is updated through the bulletin cellular modem in the radio.

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.**



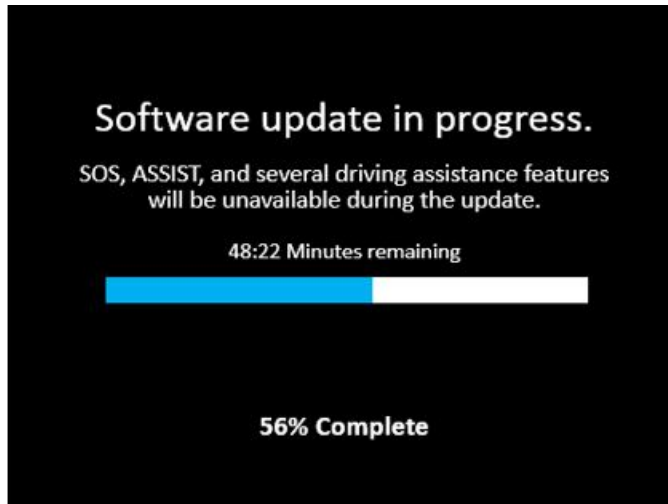
**Fig. 1**  
Software Update

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.
2. 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](#).



**Fig. 2**  
Schedule Update

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



**Fig. 3**  
Software Progress Window

3. Upon completion of update, the radio will display a confirmation message [Fig. 4](#)



**Fig. 4**  
Software Confirmation

**POLICY:**  
Information Only

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