



**NUMBER:** 08-008-18

**GROUP:** 08 - Electrical

**DATE:** January 23, 2018

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-109-17 REV. A, DATED DECEMBER 01, 2017 AND 08-111-17 DATED DECEMBER 01, 2017, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDE UPDATED VEHICLE BUILD DATES, UPDATED SOFTWARE LEVEL AND ADDITIONAL SYMPTOM CONDITIONS.**

**SUBJECT:**

UAS, UAQ, UCS and UCQ Radio Over The Air Software Updates

**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:**

2018	(DJ)	RAM 2500 Pickup
2018	(D2)	RAM 3500 Pickup
2018	(DD)	RAM 3500 Cab Chassis
2018	(DP)	RAM 4500/5500 Cab Chassis
2018	(DS)	RAM 1500 Pickup
2018	(DF)	RAM 3500 <10K Cab Chassis
2018	(LA)	Dodge Challenger
2018	(LD)	Dodge Charger
2018	(LX)	Chrysler 300
2018	(WD)	Dodge Durango
2018	(WK)	Jeep Grand Cherokee

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

**NOTE: This bulletin applies to vehicles equipped with one of the following radios:**

- **Uconnect 4C With 8.4" Display (Sales Codes UAS or UCS).**
- **Uconnect 4C NAV With 8.4" Display (Sales Codes UAQ or UCQ).**

**NOTE: This bulletin applies to vehicles built within the following date range:**

- DJ, D2, DD, DF, DP and DS vehicles built on or before **\*\*December 02, 2017 (MDH 1202XX)\*\***.
- LA, LD, and LX vehicles built on or before **\*\*December 04, 2017 (MDH 1204XX)\*\***.
- WD and WK vehicles built on or before **\*\*December 07, 2017 (MDH 1207XX)\*\***.

***SYMPTOM/CONDITION:***

Customers may experience one or more of the following:

- **\*\*Anti-theft code request message appears.**
- Back-up camera screen is blank.
- Lines appearing across screen.**\*\***
- Radio control screen is blank or locked.
- Radio may reset at times.
- Unable to adjust audio volume.
- Radio will not switch modes, between AM, FM, SAT or Media.

In addition the following enhancements are included in this update:

- **\*\*Improvement to Bluetooth® phone pairing issues.\*\***
- Bluetooth devices unresponsive.
- Improved sound quality when using a Bluetooth phone.

***DISCUSSION:***

**NOTE: Software will be updated to **\*\*19.9.\*\*****

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.

**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.**



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 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” and sets a time, they can shut off the vehicle and leave. The update will be completed automatically (Fig. 3) .

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

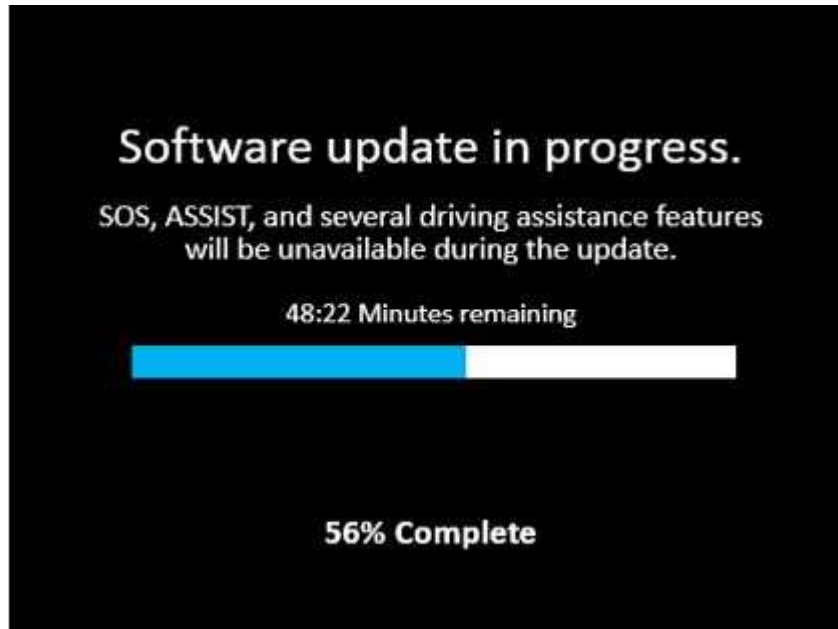


Fig. 3  
Update In Progress Screen

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



Fig. 4  
Confirmation Screen

**POLICY:**  
Information Only