

Technical Service Bulletin (TSB)
Radio T25.50 USB Software Update

REFERENCE:	TSB: 08-210-23 REV. A GROUP: 08 - Electrical	Date:	November 16, 2023	REVISION:	08-210-23
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

This bulletin supersedes Technical Service Bulletin (TSB) 08-210-23, date of issue August 31, 2023, which should be removed from your files. All revisions are highlighted with **asterisks**** and include an updated Discussion section.**

REPAIR SUMMARY:

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

DISCUSSION:

****This service action has been put on hold until further notice.****

POLICY:

Reimbursable within the provisions of the warranty.

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