

Technical Service Bulletin (TSB)

Radio Over The Air Update to U29.28 Software Version

REFERENCE:	TSB: 08-007-24 REV. D GROUP: 08 - Electrical	Date:	July 18, 2024	REVISION:	08-007-24 REV. C
VEHICLES AFFECTED:	**2022** - 2024 (RU) Chrysler Pacifica This bulletin applies to vehicles equipped with a Global Telematics Box Module (TBM) (Sales Code RDG) and one of the following radios: - Uconnect 5 NAV W 8.4" Display (Sales Codes UBL or UEL). - Uconnect 5 NAV W 10.1" Display (Sales Codes UBN or UEN).			MARKET APPLICABILITY: ☒ NA☐ MEA☐ SA☐ IAP☐ EE☐ CH	
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: - Blank Phone widget displayed. - Radio freeze after reverse event (Rearview Camera (RVC) functions normally). - Blank hybrid screen. - Screen off at start up (RVC functions normally). - Radio restart before sleep after switching between different USBs. - Pop up error "setting not saved" occurring when attempting to enable Geolocation (Privacy Mode Off). - Amplifier module sets Diagnostic Trouble Code (DTC) U0485 - Implausible Data Received From Radio. - During FOTA scheduling, if OK is not pressed to confirm time selected, vehicle will sleep. - Apps downloaded for one connected profile are being shared with other local profiles. - Switching profiles with slow response. - Slow response switching between camera views. - Black radio screen (RVC functions normally). - Rear seat reminder alert unavailable. - Wi-Fi software update pop-up is being triggered in non-connected vehicles. - Switching to Android menu, display screen blinks on green color. - Microphone inoperative during SOS call from the vehicle.				
CAUSE:	Radio software				

This bulletin supersedes Technical Service Bulletin (TSB) 08-007-24 REV. C, date of issue April 10, 2024, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an additional model year, updated launch date and software levels.

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 ****T25.50 or T27.39**** to U29.28.

NOTE: The national launch for the FOTA is expected to begin **July 29, 2024.******

DISCUSSION:

The FOTA Campaign has been put on hold until further notice.

POLICY:

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