

TITLE: Over-the-Air Software Update

DOCUMENT DATE: 7-December-2018

BACKGROUND:

Just like your smartphone, Uconnect® systems in FCA vehicles work best when they have the latest software available from the manufacturer. Software updates help ensure that your Uconnect system works with the latest smartphones, improves quality, and allows FCA to add new services for you to enjoy.

Until now, these important software updates were done by customers downloading software online and then installing manually via a USB thumb drive, or by visiting the dealer for service. In an effort to minimize customer inconvenience, we are constantly looking for ways to make software updates easier to deliver.

If your Uconnect system is equipped with a built-in cellular connection, FCA has developed a means of delivering software updates over-the-air. Over-the-Air Software Updates make it easier to ensure that your Uconnect system is at peak performance.

QUESTIONS & ANSWERS:

What is an Over-The-Air Software Update?

An Over-the-Air Software Update is a method of delivering new software to a vehicle through a wireless cellular network. Common reasons for updating software includes improving quality or adding new services to your Uconnect system.

What improvements are being made with this update? How will I know which features have been updated? Will I get new features?

Every Over-the-Air Software Update contains a list of what is new, what has changed. When your Uconnect software update is complete, look for the “What’s New” button on your Uconnect touchscreen.

Can my vehicle receive Over-the-Air Software Updates?

If your vehicle is equipped with a built-in cellular connection, you may receive Over-the-Air Software Updates. The vehicle must be located in the US and in range of a useable cellular network. The following vehicles offer Uconnect Access on the 8.4-inch systems:

- 2015-17 Chrysler 200
- 2015-16 Chrysler 300
- 2017 Chrysler Pacifica
- 2015-16 Dodge Challenger
- 2015-16 Dodge Charger
- 2014-17 Dodge Durango
- 2013-17 Dodge Viper
- 2014-18 Jeep® Cherokee
- 2014-17 Jeep Grand Cherokee
- 2015-17 Jeep Renegade (Uconnect 6.5)
- 2013-17 Ram 1500
- 2013-17 Ram 2500/3500/Chassis Cab

The vehicle must be located in the US or Canada and in range of a useable cellular network. The following vehicles offer Uconnect with SiriusXM Guardian on the 8.4-inch systems:

- 2018 [and newer](#) Chrysler 300
- 2018 [and newer](#) Chrysler Pacifica
- 2017 [and newer](#) Dodge Challenger
- 2017 [and newer](#) Dodge Charger
- 2018 [and newer](#) Dodge Durango
- 2018 [and newer](#) Jeep Renegade
- 2018 [and newer](#) Jeep Compass (built after Dec. 2017)
- 2019 [and newer](#) Jeep Cherokee
- 2018 [and newer](#) Jeep Wrangler (JL)
- [2020 Jeep Gladiator](#)
- 2018 [and newer](#) Jeep Grand Cherokee
- 2018 [and newer](#) Ram 1500/2500/3500/Chassis Cab

Note: The 2017 Chrysler 300, 2017 Dodge Charger, Challenger and the 2018 Jeep Compass (built before Dec. 2017) will not receive over-the-air software updates.

IF THE POP-UP ON THE SCREEN ASKS YOU TO “UPDATE NOW” OR “LATER,” WHAT DO I NEED TO DO TO GET THE SOFTWARE UPDATE? If the pop-up asks you to “Update Now” or “Schedule,” skip to the next question.

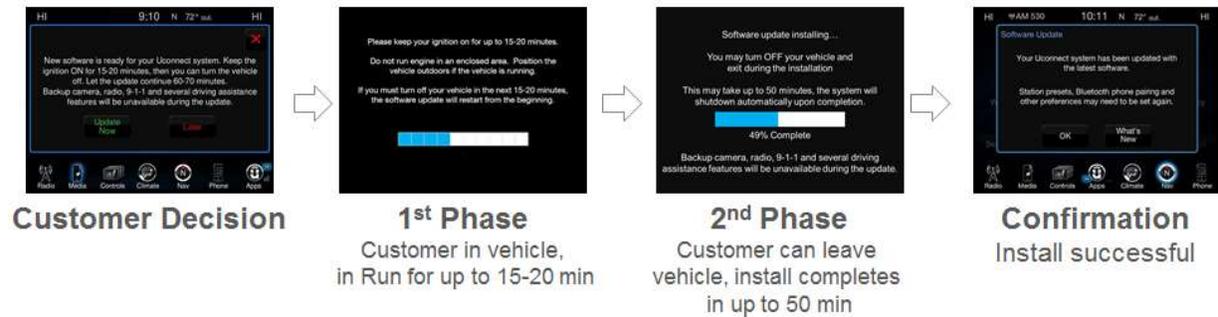
You need to have your vehicle in the park position, or have the vehicle in neutral with the parking brake engaged if equipped with a manual transmission. The engine does not need to be running, however, the ignition must be in the “RUN” position (On). You should position the vehicle outdoors if the engine is running.

Press “Update Now” to start the first phase of the software update. You can select the “Later” button an unlimited number of times, but you really shouldn’t put things off. The first phase will take up to 15-20 minutes to complete. If the ignition is turned off during the first phase, you will have to restart the entire process from the beginning.

Once the update has reached the second phase, the message on the touchscreen will tell you that you can turn off the vehicle, exit and let the process complete on its own. The second phase may take up to 50 minutes to complete.



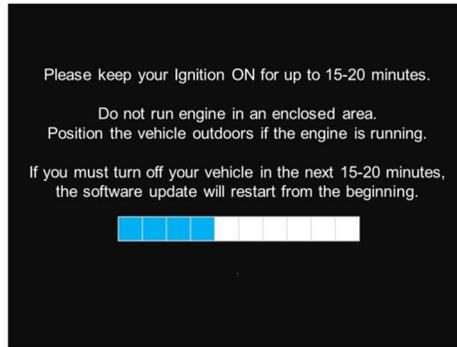
What is an Over the Air Software Update?



Customer Decision



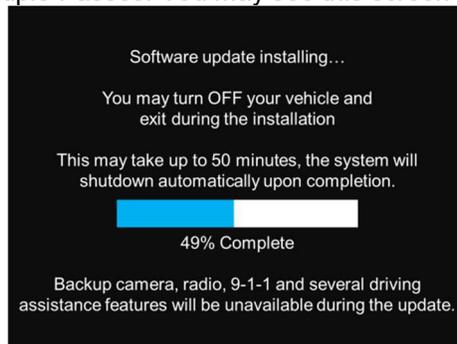
1st Phase



WAIT SCREEN (Multiple Passes: You may see this screen more than once)



2nd Phase (Multiple Passes: You may see this screen more than once)



Confirmation



IF THE POP-UP ON MY SCREEN LOOKS LIKE THIS, what do I have to do to get the software update?

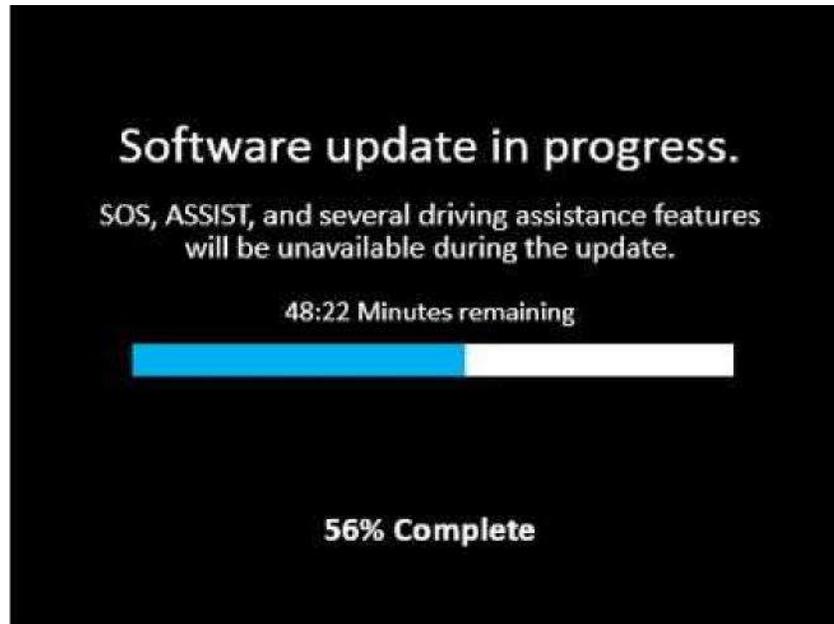
You need to have your vehicle in the park position, or have the vehicle in neutral with the parking brake engaged if equipped with a manual transmission. The engine does not need to be running, but if it is, you should park the vehicle outdoors.



If you select “Schedule Update,” the screen below will be displayed and you can select the exact time you want the update to begin.



Whether you choose “Update Now” or “Schedule Update” and set a time, you can shut off the vehicle and leave. The update will complete automatically and may take several minutes to complete.



Upon completion of the update, the radio will display a confirmation message.



I saw a pop-up on my touchscreen, what happened? Am I being hacked?

Don't worry. The pop-up is letting you know that your vehicle is eligible for a software update. This is a new enhancement to your Uconnect system, making it possible to get the latest software sent to your vehicle by a wireless cellular connection. This is not unlike your smartphone or other computing device, which notifies you when an update is available.

How will I know the update is completed?

After a successful update, you will see a pop-up on the Uconnect touchscreen indicating that the software update was successful. If you want to know more, select the "What's New" button on the touchscreen for a summary of the improvements that were made to your system. For your safety, this information cannot be displayed while the vehicle is in motion.

After the software update started, the Uconnect touchscreen stayed on when I turned the vehicle off? Should I be worried? Will it drain my battery?

During the last phase of the over-the-air software update, the touchscreen stays on while the vehicle is turned off during the software update. This is normal. The vehicle will automatically shut down after the update is complete (up to 50 min). This is normal behavior and the process is designed not to drain your battery.

Can I drive the vehicle while the update is in progress?

WE DO NOT RECOMMEND YOU DRIVE YOUR VEHICLE while the update is in progress. The backup camera, 9-1-1 Calling, and other driver assistance features will not be available while the software update is being installed. During the installation, other features of the Uconnect system such as AM/FM, Satellite Radio and Bluetooth will not be available.

I did the update, now my phone won't pair to Uconnect via Bluetooth.

Unfortunately, some vehicles will have the Bluetooth phone settings reset on the Uconnect system. If this happens, you must first remove "Uconnect" (Forget This Device) from your phone's Bluetooth Settings, then Delete your Phone from the Uconnect system. This video will show you how: <https://www.youtube.com/watch?v=JvPZ5D5gBmq>

I did the software update, and my radio presets disappeared.

Unfortunately, some vehicles will have the audio settings set back to default. To re-set your favorite stations, tune to the desired channel then press and hold the radio station button on the top of the radio screen (see picture below).



I did the software update, and now music won't play through the USB Port.

With the software update, Auto Play can now be configured. The Auto Play feature begins playing music as soon as a USB Media device is connected to one of your vehicle's Media USB ports. The default setting for the new software is "OFF," you can turn Auto Play "ON" by going to Settings, then selecting Audio.

I did the software update, what was changed?

After a successful software installation, you will see a pop-up message to confirm. Press the "What's New" button for a summary of what has changed.