



NUMBER: 08-001-19

GROUP: 08 - Electrical

DATE: January 4, 2019

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

SUBJECT:

Flash Over The Air (FOTA) Software Update UAQ Radio

OVERVIEW:

This bulletin provides information regarding the latest FOTA software update to 21.10.

MODELS:

2018 (JL) Jeep Wrangler

NOTE: This bulletin applies to vehicles within the following markets/countries: US.

NOTE: This bulletin applies to vehicles built on or before August 07, 2018 (MDH 0807XX) equipped with an Uconnect 8.4 navigation radio (Sales Codes UAQ).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- Radio may reset, turn off and then back on.
- Audio distortion heard during phone calls and CarPlay®.
- Rear View Camera (RVC) display screen turns blue or green.
- Off Road App is missing.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in Service Library/TechCONNECT, verify all related systems are functioning as designed. If Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the ones listed above are present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

NOTE: Under no circumstances should this procedure be performed **WITHOUT** a customer concern that matches the symptoms listed above. All vehicles will receive the FOTA update when the proper conditions have been met.

If the customer describes the symptom/condition listed above, perform the Inspection Procedure.