

TITLE: Over-the-Air Software Update

DOCUMENT DATE: 25-July-2017

BACKGROUND:

Just like your smartphone, the 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, allow us to add new services for you to enjoy, and software updates help FCA to ensure that your vehicle is secure from cybersecurity risk.

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

FCA has developed a means of delivering software updates over-the-air, using the built-in cellular connection that is part of Uconnect Access. Over-the-Air Software Updates will 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.

A helpful video is available online. Go to [YouTube.com](https://www.youtube.com) and search for the Uconnect channel; Over-the-Air Software Updates video. <https://youtu.be/ZNad3kwXeBA>

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 Uconnect Access connected services, featuring 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
- 2014-17 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

Will I receive a communication in advance of the Over-the-Air Software Update?

For the launch of this new capability, Uconnect will send out a communication to all customers via email. It will be sent to the email address used to register for Uconnect Access connected services, or if we have an email address for you on file. The communication will be sent out in advance of your vehicle receiving the Over-the-Air Software update so that you know what to expect.

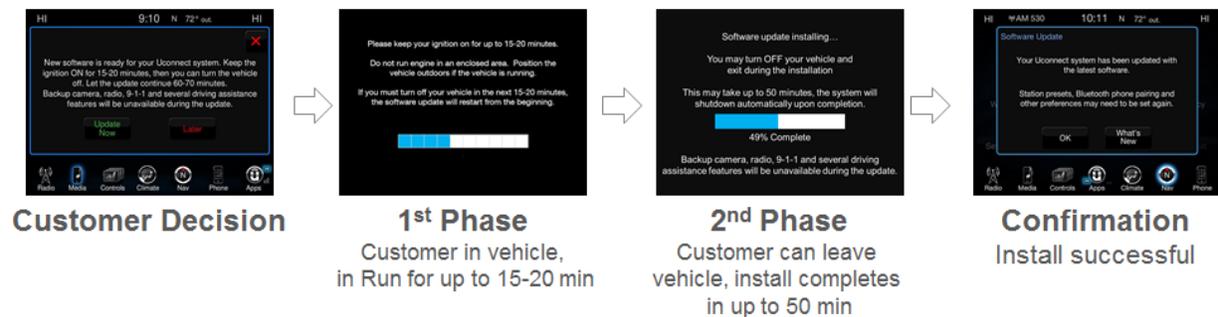
What do I have to do to get the software update?

You need to have your vehicle in the park position, or have the vehicle in neutral with 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). The customer should position the vehicle outdoors if the engine is running.

The customer is required to press “Update Now” to start the first phase of the software update. The customer can select the “Later” button an unlimited number of times. The first phase will take up to 15-20 minutes to complete. If the ignition is turned off during the first phase, the customer will be required 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.

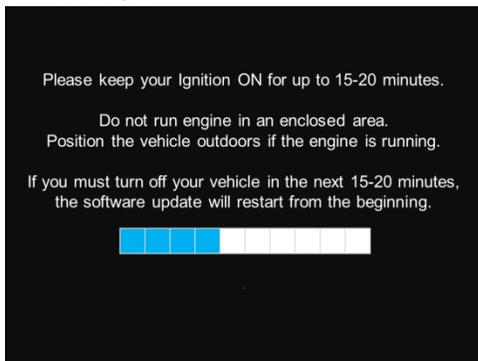
What is an Over the Air Software Update?



CUSTOMER DECISION



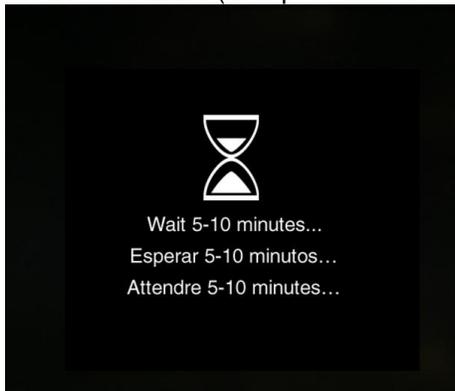
1ST PHASE



2ND PHASE (Multiple Passes: Customer will see this screen more than once)



WAIT SCREEN (Multiple Passes: Customer will see this screen more than once)



CONFIRMATION



To pair your phone(s) to Bluetooth again. Do this by pressing the Phone icon on the Uconnect touchscreen, then tap 'Yes' when the system asks if you would like to pair a phone.

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.

Does my vehicle have to be in the 'RUN' position? Or, can it be in 'Accessory' mode?

For the first phase (up to 15-20 min) of the software update the ignition needs to be in the 'RUN' position until complete. The second phase (up to 50 min) will happen automatically on your touchscreen no matter what position the ignition is set to. **WE DO NOT RECOMMEND YOU DRIVE YOUR VEHICLE** while the update is in progress, as the backup camera, 9-1-1 Calling, and other driver assistance features will not be available while the software update is being installed

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.

What happens if I turn the engine off before the first phase is complete?

If you turn off the vehicle before the first phase (up to 15-20 min) is complete, the update will not be completed and the process will start over the next time you run your vehicle.

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, it is a normal function. 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 decline the update and keep pressing the 'Update Later' option?

The software update pop-up will continue to reappear on the Uconnect touchscreen every time you run the vehicle, until you press "Update Now" and complete the software update. We recommend you agree to update at your earliest convenience to ensure the best performance from your Uconnect system.

How long will the software update take?

The first phase of the update will take up to 15-20 minutes, during which you will be in the vehicle with the ignition in the 'RUN' position (the vehicle must be positioned outdoors if the engine is running). After the first phase, you may turn off the vehicle and exit. The Uconnect touchscreen will remain on for the remainder of the update which can take up to 50 minutes more. During both phases of the update, you will see a progress bar indicating approximately what percent of the update you have remaining.

Can I drive the vehicle while the update is happening?

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 wont pair to Uconnect via Bluetooth.

Unfortunately, some vehicles will have the Bluetooth phone settings reset on the Uconnect system. If this happens, you will have to pair your phone(s) to Bluetooth again. Do this by pressing the Phone icon on the Uconnect touchscreen, then tap 'Yes' when the system asks if you would like to pair a phone.

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, what was changed?

You can see “What’s New?” from the Uconnect touchscreen in your vehicle.

Select the Apps icon from the lower menu bar, then select Settings from the list of icons; press System Information, then scroll down and select What’s New. For any additional assistance, call Uconnect Customer Care at (877) 855-8400.

This software update to your Uconnect system includes some important updates and adds features to vehicles earlier than 2016 model year, including:

- Adds Apple Siri Eyes Free capability for iPhone owners. To enable Siri push and hold, then release the Uconnect Voice Recognition (VR) button on the steering wheel. After you hear a double beep you can ask Siri to play music, get directions, read text messages and many other useful requests.
- 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 the vehicle’s Media USB ports. The default setting is ‘OFF’, you can turn Auto Play ‘on’ by going to Settings, then selecting Audio.
- Adds Do Not Disturb text message feature. You can disable notifications from incoming calls and texts, allowing you to keep your eyes on the road and hands on the wheel.
- Adds Drag and Drop Menu Bar. Just press the Apps icon, then press and hold the selected App. Drag the app to the main menu bar for quick access.

AMMENDMENT:

Owners of 2013-17 model year vehicles will receive an over-the-air software update that follows the behavior indicated above. Once this update is complete, any future/additional over-the-air software updates will behave slightly differently. This amendment is being added to explain the difference.

I saw the software update pop-up and it said I can schedule the update.

How does this work?

Newer vehicles and vehicles that have already received an over-the-air software update once before have the option to install their software update at a later time. By pressing the “Schedule Update” button when it appears, the customer can enter a time that is more convenient than now. At the time entered, the vehicle will automatically wake up and complete the software installation on its own, you do not have to be in the vehicle or do anything further.

Some suggested times to enter include;

- 2:00 PM when your vehicle is sitting at work
- 2:00 AM when you are asleep and your vehicle is sitting at home

