CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Radio Date and Time Update

FCA Canada Inc

Reference: 70A

2021 - 2023 (WL) Jeep Grand Cherokee
2022 (MP) Jeep Compass

2022 - 2023 (DT) Ram 1500 Pickup
2022 - 2023 (DS) Ram 1500 Pickup
2022 - 2023 (D2) Ram 3500 Pickup
2022 - 2023 (DJ) Ram 2500 Pickup
2022 - 2023 (DD) Ram 3500 Cab Chassis
2022 - 2023 (DF) Ram 3500 10K Cab Chassis

Template Version 1.8

Revision	Edition	Detail
0	June 2023	Initial Version.

SYMPTOM DESCRIPTION

The radio on about 1,517 of the above vehicles may not have the Over-The-Air (OTA) update feature enabled due to an incorrect date and time setting. Having an incorrect date and time setting will prevent the radio from having the most updated software remotely updated.

REPAIR TO BE PERFORMED

All customers were mailed the procedure on how to set the radio time, day, month, and year, however some customers may ask for assistance to adjust the setting for them. Please Adjust the customers vehicle radio time, day, month, and year.

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CUSTOMER SATISFACTION NOTIFICATION
An important improvement for your vehicle is available.
AVIS VISANT À ASSURER LA SATISFACTION DE LA CLIENTÈLE
Une amélioration importante pour.

SCAN TO VIEW RECALLS

FCA
FIAT CHRYSLER AUTOMOBILES

CUSTOMER SATISFACTION NOTICE 70A
RADIO DATE AND TIME UPDATE

Dear Vehicle Owner:

At FCA Canada Inc., we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle. This will be done at no charge to you.

WE ARE RECOMMENDING THE FOLLOWING IMPROVEMENTS BE PERFORMED ON CERTAIN 2021-2023 MODEL YEAR (WL) JEEP GRAND CHEROKEE, 2022-2023 (DT) RAM 1500 PICKUP, (VF) RAM PROMASTER, (D2) RAM 3500 PICKUP, (DD) RAM 3500 CAB CHASSIS, (DJ) RAM 2500 PICKUP, (DP) RAM 4500/5500 CAB CHASSIS, (DS) RAM 1500 PICKUP, (DF) RAM 3500 10K CAB CHASSIS, AND 2022 (MP) JEEP COMPASS VEHICLES.

Your vehicle must be repaired because:
The radio in your vehicle may not have the Over-The-Air (OTA) update feature enabled due to an incorrect date and time setting. Having an incorrect date and time setting will prevent your radio from having the most updated software remotely updated.

Please follow the enclosed radio date and time setting procedure to update your radio date and time to the current date and time. Once completed your radio is all set to be remotely updated using OTA technology.

We apologize for any inconvenience and thank you for your attention to this very important matter.

FCA Canada Inc.
National Service and Parts Manager

FREQUENTLY ASKED QUESTIONS

WHERE CAN I FIND MORE INFORMATION ON THIS RECALL OR ANY OTHER RECALL AFFECTING MY VEHICLE?

By Web:	recalls.mopar.ca
By Phone:	(800) 465-2001
By Email:	www.fcacanada.ca/en/contact_us.php
By Mail:	FCA Canada Customer Care Centre P.O. Box 1621, Windsor, ON N9A 4H6

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?
If you have already experienced this specific condition and have paid to have it repaired, you will still be required to have the campaign performed by an authorized FCA Canada dealer at no charge to you. Once completed, please send your original receipts and/or adequate proof of payment along with the campaign invoice to the following address for **further review of possible reimbursement**: FCA Canada Customer Care Centre, P.O. Box 1621, Windsor, ON N9A 4H6.

HOW DO I UPDATE MY NAME AND ADDRESS OR IF I NO LONGER OWN THIS VEHICLE?
Contact the Customer Name & Address Call Centre at 1-800-373-1474 to update your information.

FCA IS THE MANUFACTURER OF THE FOLLOWING

ALFA ROMEO · CHRYSLER · DODGE · FIAT · Jeep · RAM · MOPAR

CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Radio Date and Time Customer Update Procedure

FCA Canada Inc

Reference: 70A

1. Select the “Vehicle” icon on the bottom of the screen (Figure 1).



Figure 1 – Vehicle Selection

2. Select “Clock & Date” on the left of the screen (Figure 2).



Figure 2 – Clock & Date Selection

3. Use the “+” (Plus) or “-“ (Minus) softkeys to change the hours and minutes. Set both to the exact current time (Figure 3).



Figure 3 – Set Hour- Set Minutes

4. Scroll down and select “Set Date” (Figure 4).

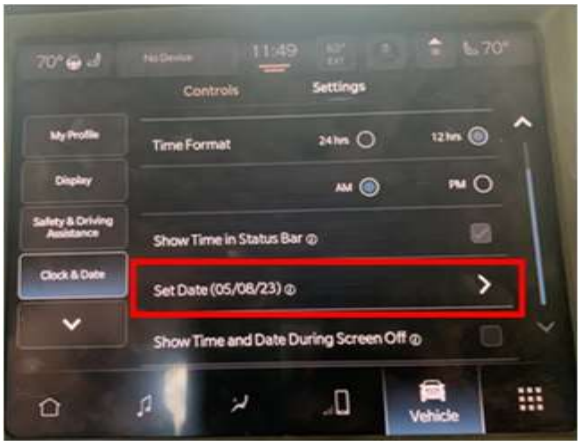


Figure 4 – Set Date

5. Update each of the following using the “+” or the “-” softkeys to set the current: Date, Month, Day, and Year (Figure 5).



Figure 5 – Set Day, Month, Year