CUSTOMER SATISFACTION NOTIFICATION

INTERNATIONAL

Radio Date/Time Update

FCA US LLC

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 23 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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FIAT CHRYSLER AUTOMOBILES

CUSTOMER SATISFACTION NOTIFICATION 70A

This notice applies to your vehicle (VIN: xxxxxxxxxxxxxxxxx).

Dear **Jeep®, RAM Owner:**

At FCA US LLC, 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 through 2023 model year Jeep Grand Cherokee, 2022 Jeep Compass, 2022-2023 RAM 1500 Pickup, Ram Promaster, Ram 3500 Pickup, Ram 3500 Cab Chassis, Ram 2500 Pickup, Ram 4500/5500 Cab Chassis, Ram 3500 10K Cab Chassis trucks.**

The problem is... 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.

What you must do... 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, but we are sincerely concerned about your satisfaction. Thank you for your attention to this important matter.

Global Service & Parts - International
FCA US LLC
Notification Code 70A

CUSTOMER SATISFACTION NOTIFICATION

NORTH AMERICA

Radio Date/Time Customer Update Procedure

FCA US LLC

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 hour 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).

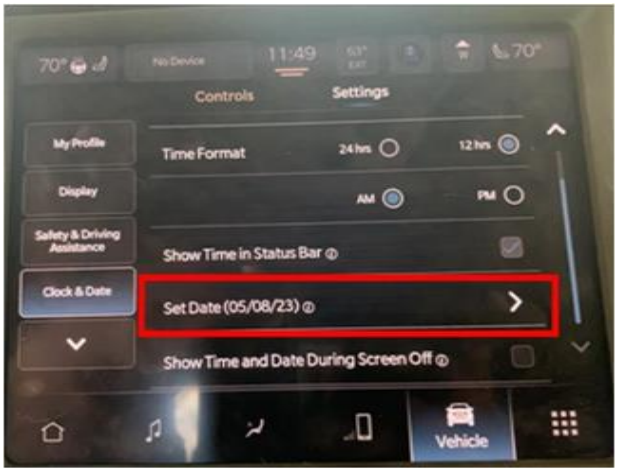


Figure 4 – Set Date

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

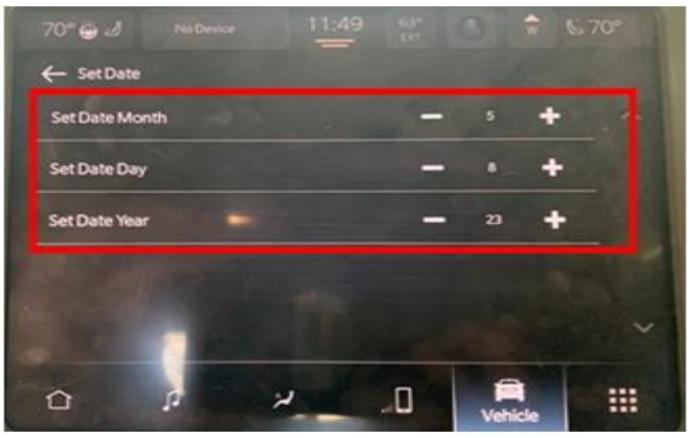


Figure 5 – Set Day, Month, Year

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