STAR ONLINE PUBLICATION

Case Number: S228A000025 Rev A.

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Models:
2021-2026 Chrysler Pacifica/Voyager (RU)
2021-2026 Dodge Durango (WD)
2021-2026 Jeep Grand Cherokee (WL)
2022-2026 Jeep Wagoneer/Grand Wagoneer (WS)
2022-2026 Ram 2500 Pickup (DJ)
2022-2026 Ram 3500 Pickup (D2)
2022-2026 Ram 3500 Cab Chassis (DD)
2022-2026 Ram 4500/5500 Cab Chassis (DP)
2022-2026 Ram 1500 (DT)
2022-2026 Ram Promaster (VF)
2023-2026 Jeep Compass (MP)
2023-2026 Alfa Romeo Tonale (GC)
2023-2026 Dodge Hornet 2023 (GG)
2024-2026 Dodge Charger (LB)
2024-2026 Jeep Wagoneer S (KM)
2024-2026 Jeep Wrangler (JL)
2024-2026 Jeep Gladiator (JT)

Symptom/Vehicle Issue: Harman R1H Uconnect 5 Radio Software Flash Error Codes

Discussion: Radio will not complete a radio software update. The radio displays one of the following error codes. Follow the recommended steps in the table to resolve the concern.

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Contact STAR Center, or your Technical Assistance Center Via TechConnect, eCONTACT or Service Library entry if no solution is found.

HMI Error Code	Error Code Description	Dealer Corrective Action
(-2)	Failed to parse the package / Corrupted package	1) Confirm that the SW is packaged correctly on the USB. Only 1 .zip folder on the root directory of the USB. 2) File should not be relabeled. Download again from the Uconnect Site. 3) Possible syntax issue. Make sure there are no spaces or parentheses in the filename.
(-3)	Package is not compatible / Integrity check failed	Confirm the original file is correct and copied correctly to USB. Retry SW update.
(-4)	Download Failure (FOTA)	Possible wireless connection/internet issue. Ignition cycle to off, confirm connectivity via Wi-Fi or TBM. Retry SW update.
(-5)	Generic error for all Installation Failures. (Update engine failures, Error in decryption, Error in finding private key, payload signature mismatch, file system verification failure etc...)	• Check SW is packaged correctly on the USB. Only 1 .zip folder on the root directory of the USB. File should not be relabeled. Download again from the Uconnect Site. Retry SW update. Make sure USB is formatted as per correct format mentioned in Service release. • Make sure File name matches with the file released for update. i.e. there should be no digits appended at the end of the file name. A (1), (2) or (3) added to file name by computers to show software downloaded multiple times, will cause software download failure. • Perform Factory reset and confirm if the issue goes away
(-9)	USB disconnected in the middle of update	Remove USB. Allow the vehicle to go to sleep. Attempt to update again with USB.
(-11)	Pre Condition failed for download or Installation (FOTA)	**Retry after confirming the following vehicle pre-conditions are met:** 1) IGN OFF - in accessory mode 2) Battery sensor accuracy - via CAN 3) Battery charge status - (must be 65% or higher)

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		4) Confirm connectivity is available; (Wi-Fi or TBM)
(-13)	Post Installation verification failed. Failed to activate the new SW	Retry SW installation
(-18)	Insufficient space to download the package. (FOTA)	1) Check for multiple user profiles (more than 2) - May need to delete extra profiles to free up memory space. 2) Perform a factory reset

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