



NUMBER: 08-062-22

GROUP: 08 - Electrical

DATE: March 18, 2022

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This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-054, date of issue March 18, 2022. All applicable Sold and Un-Sold RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RSU will expire 18 months after the date of issue.

SUBJECT:

UBD UED UBC Radio Enhancements

OVERVIEW:

This bulletin involves inspecting the software level and updating the software if needed. The software will be updated to 141.01.12.00.

MODELS:

| | | |
|------|------|---------------------------|
| 2022 | (DS) | RAM 1500 Pickup |
| 2022 | (DT) | RAM 1500 Pickup |
| 2022 | (DJ) | RAM 2500 Pickup |
| 2022 | (D2) | RAM 3500 Pickup |
| 2022 | (DD) | RAM 3500 Cab Chassis |
| 2022 | (DF) | RAM 3500 <10K Cab Chassis |
| 2022 | (DP) | RAM 4500/5500 Cab Chassis |
| 2022 | (RU) | Chrysler Pacifica |

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

NOTE: This bulletin applies to vehicles built on or before January 24, 2022 (MDH 0124XX) equipped with Uconnect 5 w 7" Display (Sales Code UBC) or Uconnect 5 W 8.4" Display (Sales Codes UBD and UED).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- Phone notification volume pops up while switching between driver profiles.
- Media widget gets "blacked out" on SXM™ after switching user profiles.
- In light theme mode and in balance/fade menu, hard to see the position icon.
- In shortcuts menu pulled down from status bar, the right side arrow is highlighted like it can be selected. This should be greyed out like the left arrow.
- Loss of SXM™ radio saved presets.
- Compass not showing or showing incorrect direction.
- When on a phone call with bluetooth, echo noise can be heard.
- SXM™ radio audio is playing in vehicle speakers while call is ongoing.
- SXM™ radio stuck on current channel, no audio and unable to navigate to other channels using soft keys or knob.

DIAGNOSIS:

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in DealerCONNECT/Service Library, 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.

If a customer's VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits the symptom/condition, perform the repair.

INSPECTION:

1. On the radio display screen go into "Vehicle Settings".
2. Select "System Information".
3. Select "Version Information".
4. Under the "Build Number", radio software version is listed. For example, the software version here is 141.01.12.00 (Fig. 1) .



Fig. 1
Radio Software Level Screen

5. Is the software compatible for the update?

- YES>>> The software version is below 141.01.12.00. Proceed to [Step 1](#) of the repair procedure below.
- NO>>> If the software version is at or above 141.01.12.00, the radio is already at updated software. This bulletin has been completed, Use inspection LOP (18-60-02-9R) to close the active RSU.

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Reprogram the radio with the latest software 141.01.12.00 via USB.
2. Has a **4 GB** USB flash drive been created?
 - YES >>> Proceed to [Step 13](#).
 - NO >>> Proceed to [Step 3](#).
3. Perform the following steps to format the USB flash drive ([Fig. 2](#)) .
 - a. Select “FAT32” format.
 - b. Select “Default allocation size” under Allocation Unit Size.
 - c. Select “Quick Format” under Format Options.
 - d. Click “Start”.

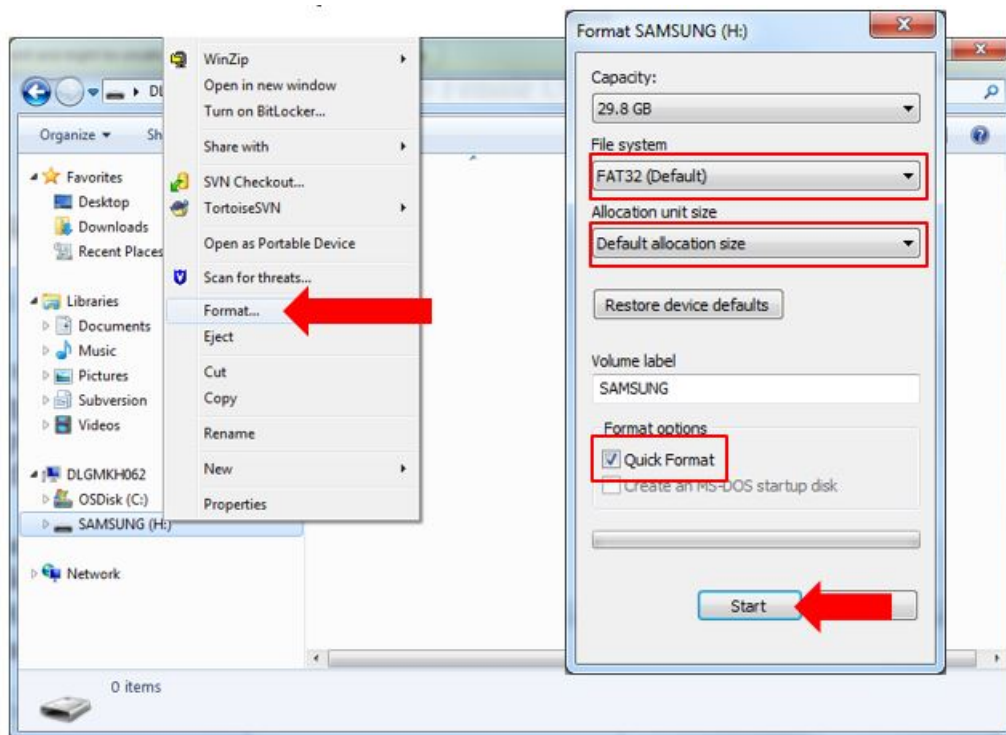


Fig. 2
Formatting The USB Flash Drive

4. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.

NOTE: If the software cannot be downloaded, make sure you have proper security access. If not, have the Service Manager or Shop Foreman download the software update.

5. Use a blank USB flash drive with at least 4 GB of space. Follow the on-screen instructions to download the software files.
6. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads (Fig. 3) .

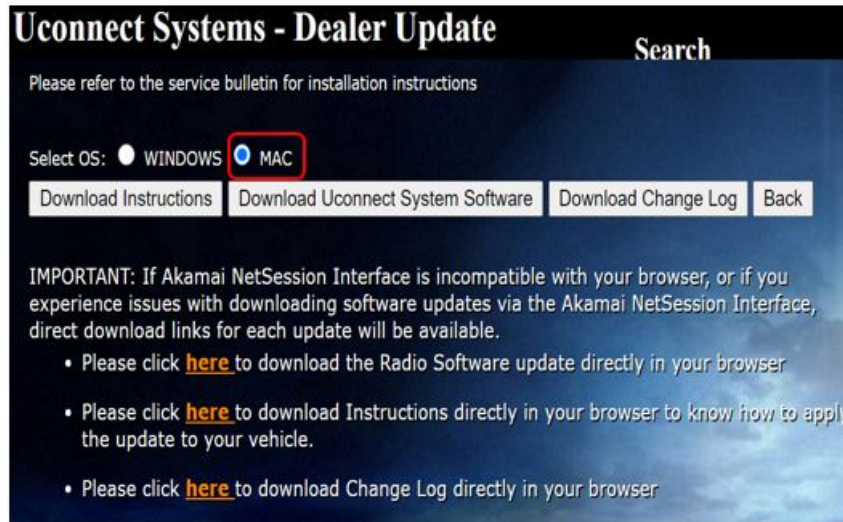


Fig. 3
MAC Download Steps

7. Be sure to download the file to your designated folder before extracting the zip file to the blank USB flash drive (Fig. 4) .

NOTE: A blank USB flash drive will be needed for each radio update; additional updates cannot be on the same USB flash drive.

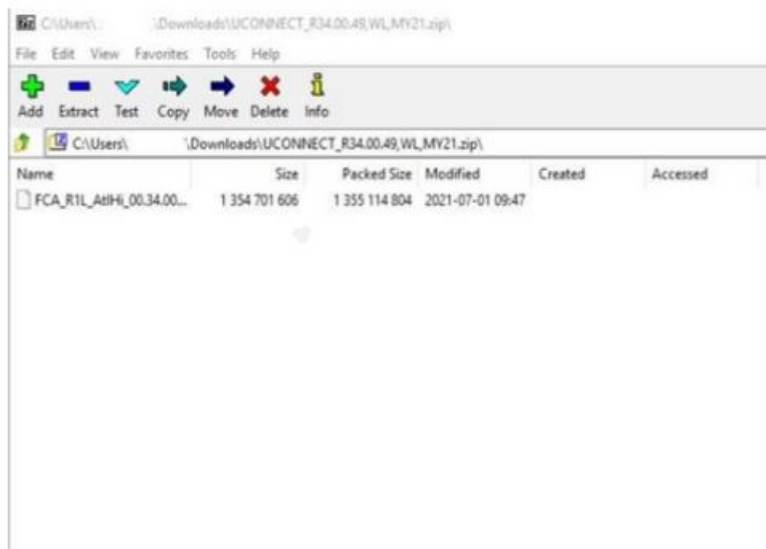


Fig. 4
Zip File

8. Unzip the file to the root folder of USB flash drive. File should not be within a zip folder. Your USB file should look like when you open it. Unzip the file to the root folder of USB flash drive. File should not be within a zip folder. Your USB file should be look like when you open it (Fig. 5) .

NOTE: It may take a few minutes for an accurate extract time to be displayed.

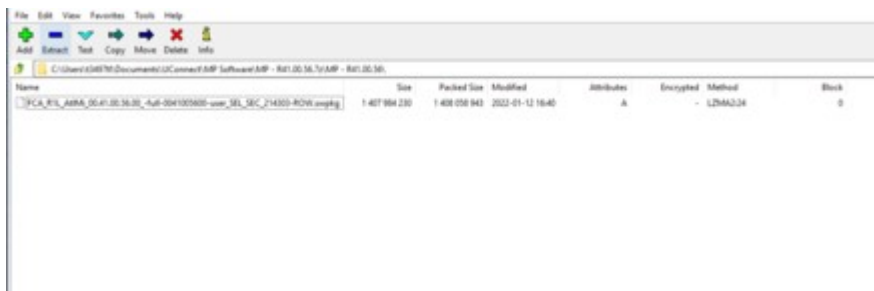


Fig. 5
Extract File To USB

9. Once the file is extracted to the USB flash drive flash drive, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Code.

CAUTION! Eject the USB flash drive properly from your PC. Failure to eject the USB flash drive properly may result in an improper file byte size and cause the update to not fully download.

10. Perform the following steps to properly eject the USB flash drive (Fig. 6) :
 - a. Right click on the location of the USB flash drive.
 - b. Click “Eject” to avoid data corruption.
 - c. Remove the USB flash drive from the PC.

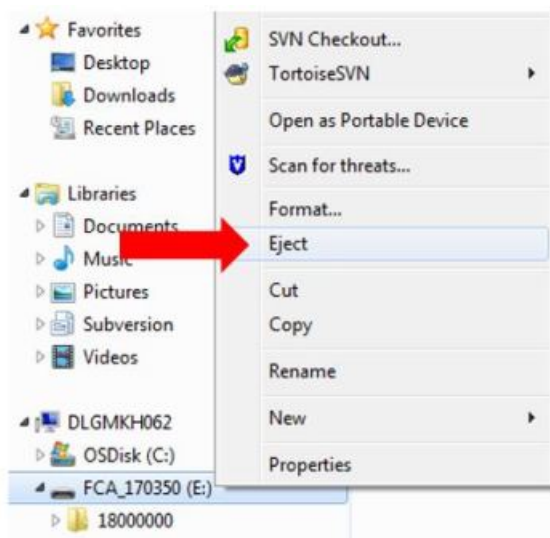


Fig. 6
Ejecting The USB Flash Drive

NOTE: Verify the vehicle fuel level is at least 1/8 of a tank. If not, add fuel as required.

11. Shut off all remaining accessories for the duration of the update (flashers, climate controls, etc.).
12. Wait for the radio to fully power on and initialize. Ensure all splash, partner logo, animation, disclaimer and main screens have loaded, before starting the software update.

NOTE: The engine must be running and radio powered on during the update. Failure to do so may result in the radio not being updated and create connectivity issues. DO NOT remove the USB flash drive during the update.

13. Start the vehicle and insert the USB flash drive into the USB port.
14. Vehicle must be out of "Ship Mode". Starting at the radio 'Home' screen (Fig. 7) .



Fig. 7
Home Screen

CAUTION! Ensure no other device is plugged into any of the USB ports while performing this update. If other devices are connected to the USB ports during the update, it may cause failure of files to be loaded. Failure to do so may cause the radio to need replacement.

15. Insert the USB flash drive into the USB port.

16. The radio will prompt you if you want to update to the newest software version (Fig. 8) .

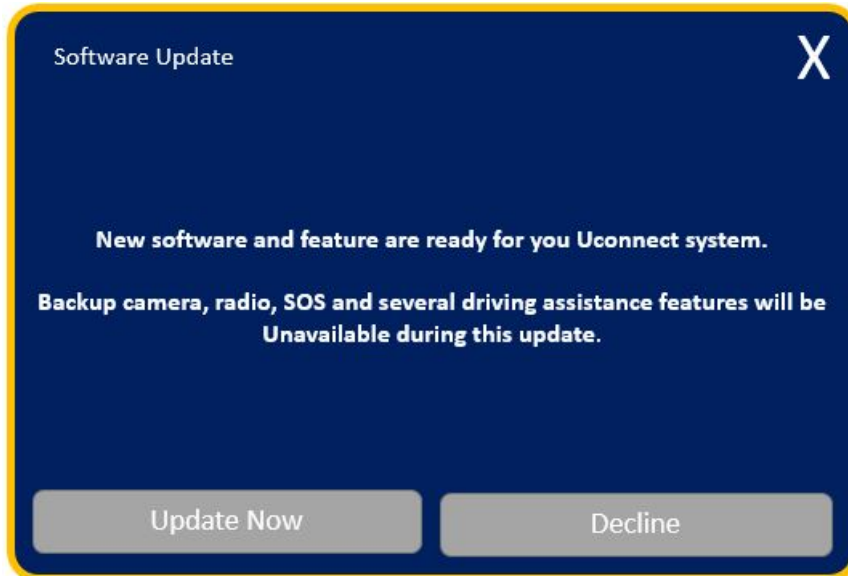


Fig. 8
Software Update Screen

17. Select "Update Now".

18. The radio will prompt you if you want to continue updating to the newer software (Fig. 9) .

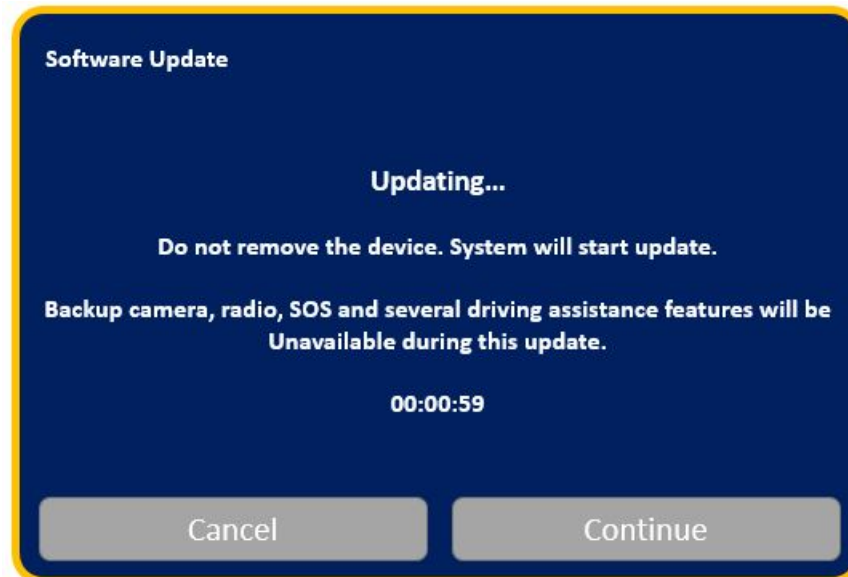


Fig. 9
Software Updating Screen

19. Select "Continue" (Fig. 10) .



Fig. 10
Installing Update Screen

20. The update will take approximately 15-20 minutes (Fig. 11) .

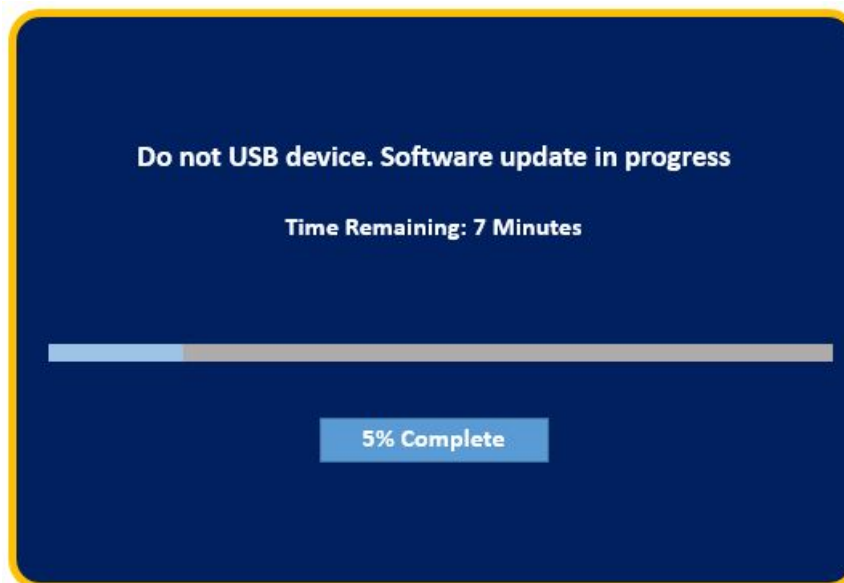


Fig. 11
Update In Progress Screen

21. The radio will reboot and you will observe the update screen after the splash screen once the update has been successful (Fig. 12) .

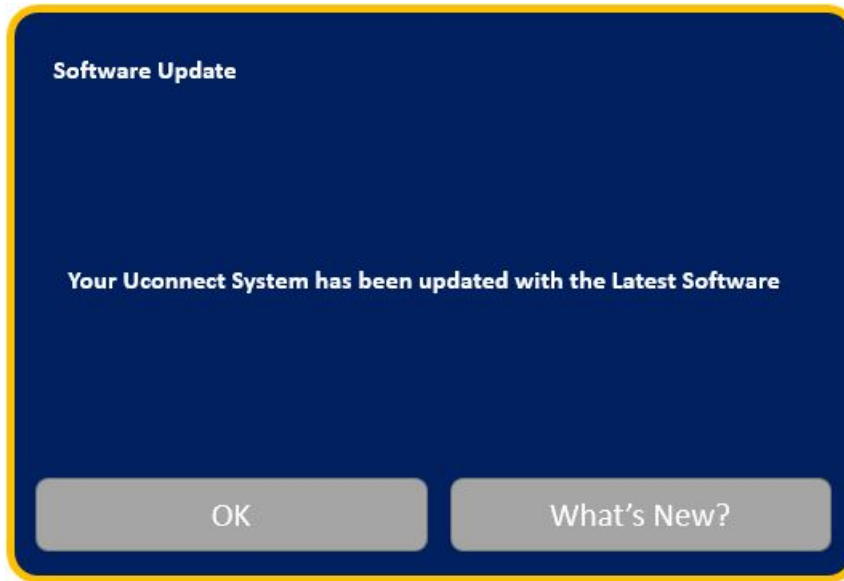


Fig. 12
Software Updated Screen

22. Select "What's new" to confirm the software has been updated to 141.01.12.00 (Fig. 13) .

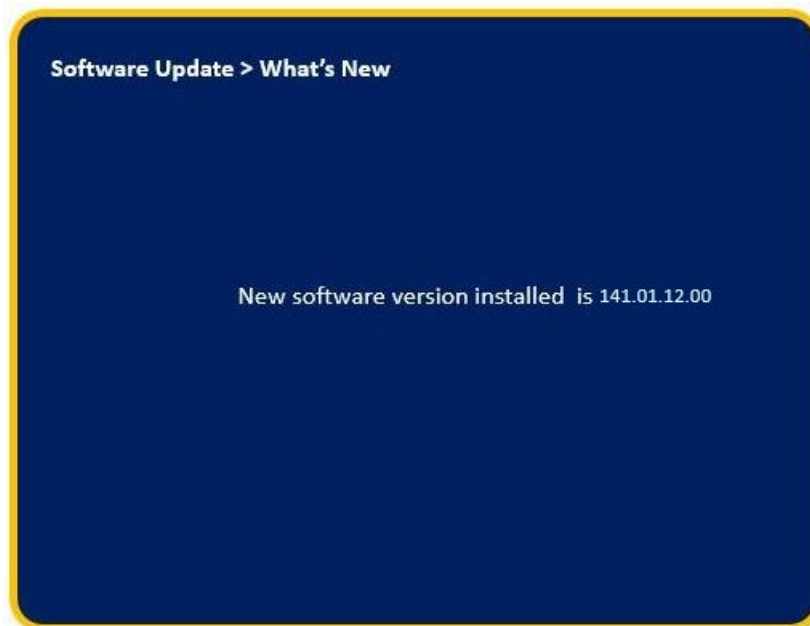


Fig. 13
What's New Screen

23. Remove the USB flash drive from the USB port.
24. Cycle the ignition 'Off' and allow vehicle to go to sleep for two minutes.
25. Clear all DTCs that may have been set.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|----------------------------|--------------------------------------------------------------------------------------------------------------|---------------------------------|---------------|
| 18-60-02-9R | Radio, Check Software Level (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |
| 18-60-02-9Q | Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) (0 - Introduction) | 6 - Electrical and Body Systems | 0.3 Hrs. |
| 18-60-02-9S | Radio, Check Software Level and Perform Software Update (0 - Introduction) | 6 - Electrical and Body Systems | 0.5 Hrs. |

NOTE: The “One Time Only” LOP is used one time per dealer when downloading the software onto a USB flash drive. The dealer can only use the download LOP, one time for each of the radios listed.

FAILURE CODE:

The dealer must choose which failure code to use depending on if this is a Rapid Service Update (RSU) or Technical Service Bulletin.

- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RSU.
- The failure code “RF” (Required Flash) can no longer be used on Technical Service Bulletin flashes. **The “RF” failure code must be used on an RSU.**
- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Technical Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C’s must be supplied.

| | |
|----|----------------------|
| RF | Required Flash - RSU |
| CC | Customer Concern |