**This bulletin supersedes Technical Service Bulletin (TSB) 08-123-22, date of issue June 11, 2022, which should be removed from your files. All revisions are highlighted with **asterisks** and include additional models and build dates.**

*SUBJECT:*
Flash: Display Screen Module (DSM) Updates

*OVERVIEW:*
This bulletin involves reprogramming the DSM with the latest available software.

*MODELS:*

| | | |
|---|---|---|
| **2022 | (DD) | RAM 3500 Cab Chassis |
| 2022 | (DF) | RAM 3500 <10K LB. Cab Chassis |
| 2022 | (DJ) | RAM 2500 Pickup |
| 2022 | (DP) | RAM 4500/5500 Cab Chassis |
| 2022 | (D2) | RAM 3500 Pickup** |
| 2022 | (DT) | RAM 1500 Pickup |

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

**NOTE: **This bulletin applies to the following:**

- **DD, DF, DJ, DP and D2 vehicles built on or before June 12, 2022 (MDH 0612XX) equipped with a 12.0″ Touchscreen Display (Sales Code RFA) or a Uconnect 5 NAV W 12.0″ Display (Sales Codes UBQ, UEQ or UFQ).**
- **DT vehicles built on or before **April 27, 2022 (MDH 0427XX)** equipped with a 12.0″ Touchscreen Display (Sales Code RFA) or a Uconnect 5 NAV W 12.0″ Display (Sales Codes UBQ, UEQ or UFQ).**

*SYMPTOM/CONDITION:*
Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find that the following Diagnostic Trouble Code (DTC) has been set:

- B22A9 - ECU Internal Performance.

Customers may also comment on the following:

- Black radio screen with audio at start up (backup camera functions normally).

### 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 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 the customer describes the symptom/condition listed above or if the technician finds any DTC, perform the Repair Procedure.

### 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 DSM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Cycle the ignition 'Off' and then back 'On'.
3. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.
4. Using wiTECH perform a ″Reset ECU″ and "Reset Radio" routine. This routine can be found under ″Guided Diagnostics″.
5. Perform two key off sleep cycles.

### POLICY:

Reimbursable within the provisions of the warranty.

### TIME ALLOWANCE:

| Labor Operation No: | Description | Skill Category | Amount |
|---|---|---|---|
| 18-60-02-U7 | Module, Display Screen Module (DSM) - Program (0 - Introduction) | 6 - Electrical and Body Systems | 0.2 Hrs. |

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 2 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.**

### FAILURE CODE:

**The dealer must use failure code CC with this Technical Service Bulletin.**

- 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 (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

| CC | Customer Concern |
|---|---|