



NUMBER: 08-009-22

GROUP: 08 - Electrical

DATE: January 12, 2022

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This bulletin supersedes Technical Service Bulletin (TSB) 08-190-21, date of issue December 22, 2021, which should be removed from your files. All revisions are highlighted with **asterisks**** and include additional symptom/conditions.**

SUBJECT:

Radio Over The Air Software Version Updates

OVERVIEW:

This bulletin provides information regarding the latest Flash Over The Air (FOTA) update and provides the service technician an overview of the steps a customer will need to take to complete the update. The radio software will be updated for (DT and HD trucks) from S21C.6 to S21D.5 and for (WS) from S21B.5 to S21D.5.

NOTE: The national launch for the FOTA is expected to begin December 22, 2021.

MODELS:

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	(WS)	Wagoneer/Grand Wagoneer

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

NOTE: This bulletin applies DD, D2, DF, DJ, DP & DT vehicles built on or before December 20, 2021 (MDH 1220XX) equipped with one of the following radios:

NOTE: This bulletin applies WS vehicles built on or before December 05, 2021 (MDH 1205XX) equipped with One of the following radios:

- Uconnect 5 NAV W 8.4" Display (Sales Codes UBL or UEL).
- Uconnect 5 NAV W 12" Display (Sales Codes UBQ or UEQ).
- Uconnect 5 NAV W 10.1" display (Sales Codes UBN or UEN).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- ****Hissing, water sprinkler or salt shaker noise (WS only).****
- Apple Carplay® concerns.
- Black screen.
- Loud buzzing noise followed by radio reboot.
- Unable to switch between media sources while playing SXM®.
- Radio shows screen off when comfort popup appears.
- Phone won't reconnect when connection is lost.
- Delete device in settings menu doesn't work.
- App pages have black background.
- Radio does not fall asleep with ignition off.
- Radio unresponsive.
- CarPlay® will not connect.

DISCUSSION:

Vehicles sold in the U.S. and Canada can now receive software updates “over-the-air”. Updates to software will occur in a phased roll-out. The software is updated through the built-in cellular modem in the radio. Customers will see a notification on their radio screen when new software is available for their radio (Fig. 1) . The owner will have the option to update the radio or schedule the update for later. There is not an option to decline the update indefinitely, the update must be performed.

NOTE: This is an Information Only Service Bulletin to inform the dealer how the FOTA update is performed. This document does not contain a LOP for reimbursement.

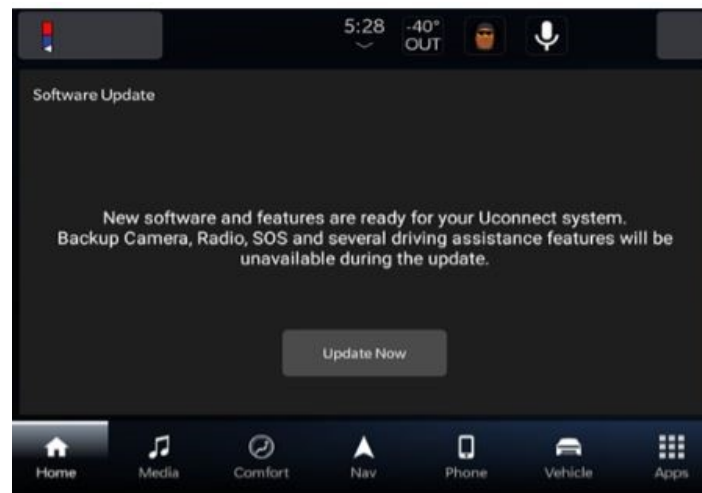


Fig. 1
Software Acceptance Screen

1. The vehicle needs to be in 'park'. The ignition needs to be in the off position.
2. If the customer selects “Update Now” they can shut off the vehicle and leave. The update will be completed automatically.

NOTE: This step may take several minutes to complete.

3. Upon completion of update, the radio will display a confirmation message (Fig. 2) .

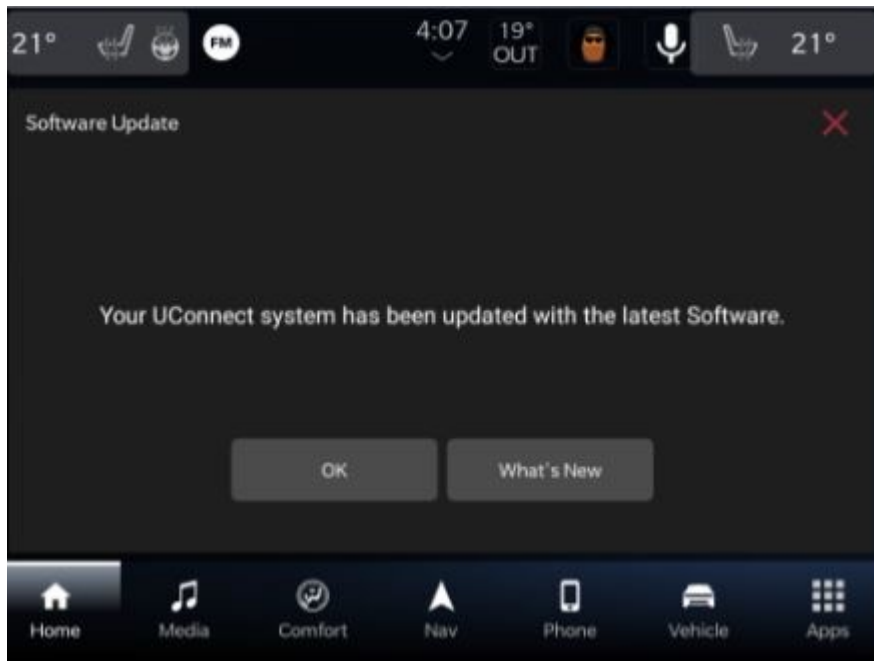


Fig. 2
Software Update Confirmation Screen

POLICY:
Information Only