



**NUMBER:** 08-015-22

**GROUP:** 08 - Electrical

**DATE:** January 19, 2022

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**This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT)/Rapid Service Update (RSU) 22-007, date of issue January 19, 2022. All applicable Sold and UnSold RRT/RSU VINs have been loaded. To verify this RRT/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 RRT/RSU will expire 18 months after the date of issue.**

**SUBJECT:**

Sirius XM Inoperable

**OVERVIEW:**

This bulletin involves calling Sirius XM to send a refresh signal to the radio so that Sirius XM can be setup.

**MODELS:**

2022 (DS) RAM 1500 Pickup

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

**NOTE:** This bulletin applies to vehicles built on or after November 17, 2021 (MDH 1117XX) and on or before December 22, 2021 (MDH 1222XX) equipped with a Uconnect 5 W 8.4" Display (Sales Code UBD), or Uconnect 5 W 8.4" Display (Sales Code UED) and Satellite Audio/Video Systems (Sales Code RSD).

**SYMPTOM/CONDITION:**

The customer may experience the following:

- Only channel "1" on SXM is working, the rest of the channels ask to "Upgrade Your Plan" when selected.

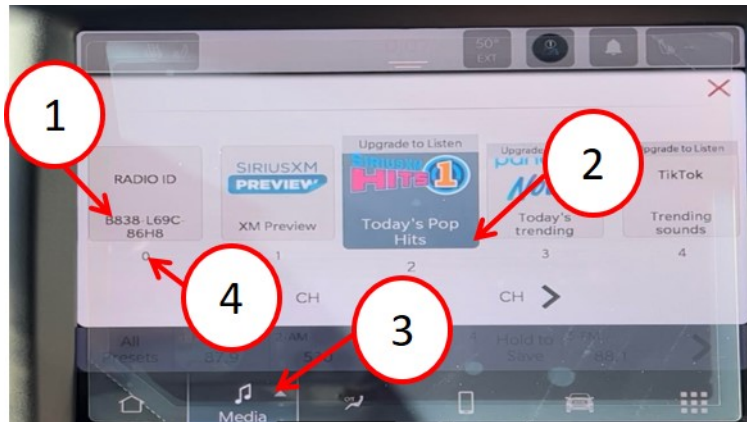
**DIAGNOSIS:**

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 RRT/RSU VIN list, perform the repair.

**REPAIR PROCEDURE:**

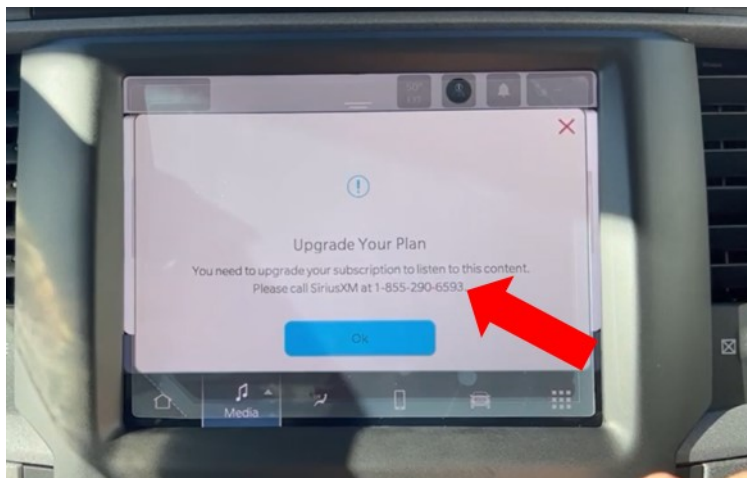
1. Is the vehicle on the RRT/RSU VIN list?
  - YES>>> Proceed to [Step 2](#).
  - NO>>> Proceed to [Step 3](#).
2. Is the SXM working correctly?
  - YES>>> This bulletin has been completed, use inspect LOP (18-60-02-BE) to close the active RRT/RSU. Normal diagnosis should be performed
  - NO>>> Proceed [Step 3](#).
3. With the vehicle outdoors (**open sky**), cycle the ignition to “Run”.
4. Change the source to SXM on the media screen ([Fig. 1](#)) .



**Fig. 1**  
**SXM Screen And Channels**

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- 1 - Channel “0” Radio ID 12 Characters
  - 2 - Channel “2”
  - 3 - Media Button
  - 4 - Channel “0”

5. Press seek up on the SXM screen. **All channels other than channel “0” and channel “1”, will show a banner “upgrade to listen” ([Fig. 1](#)) .**
6. Write down the Radio ID 12 characters shown in channel “0” ([Fig. 1](#)) .
7. Press on any SXM channel ([Fig. 1](#)) and an “Upgrade Your Plan” prompt with a phone number will be displayed ([Fig. 2](#)) .



**Fig. 2**  
**SXM Phone Number Screen**

**NOTE: Only contact the SXM phone number displayed on the radio screen.**

8. Call the phone number displayed on the radio screen (Fig. 2) and provide the Radio ID 12 characters from Step 6 to the SXM customer care agent (Fig. 1) . **The SXM agent will then send the refresh signal to the vehicle.** Select 'OK'.
9. Keep the vehicle running until channel “2” (Fig. 1) starts operating and the “**Upgrade To Listen**” banner is no longer displayed above all channels.
10. Verify SXM channels are operating correctly.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-60-02-BE	Radio, Sirius Setup - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-BF	Radio, Sirius Setup - Inspect and Refresh (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.

**FAILURE CODE:**

**The dealer must choose which failure code to use depending on if this is a Rapid Response Transmittal (RRT)/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 RRT/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 RRT/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 - RRT/RSU
CC	Customer Concern

