SUBJECT:
Telematics Box Module (TBM) Firmware Over The Air Software 5.25.0 Version Updates

OVERVIEW:
This bulletin provides information regarding the latest Firmware 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.

National launch for this FOTA update is expected on:

- Current level 5.13.0 update to 5.25.0, estimated launch date of 10/24/22.

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

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

NOTE: This bulletin applies vehicles built on or before November 01, 2022 (MDH 1101XX) equipped with a Telematics Box Module (Sales Code RDG).
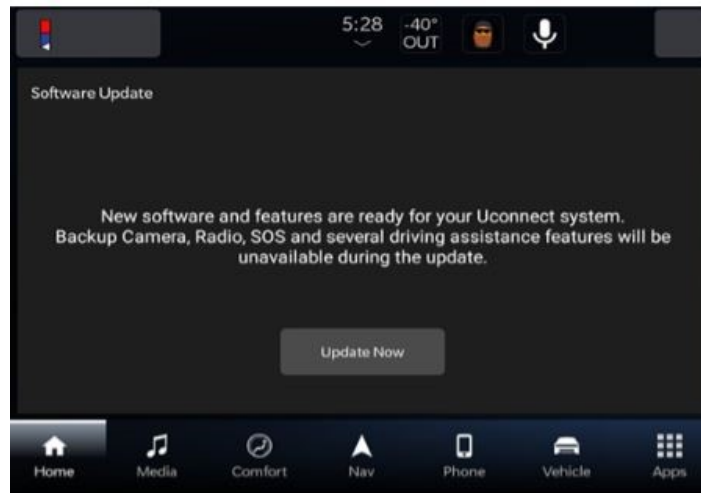
SYMPTOM/CONDITION:
Customers may experience the following:

- All data App and remote operations feature are missing.

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 a built-in cellular modem in the vehicle. 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.
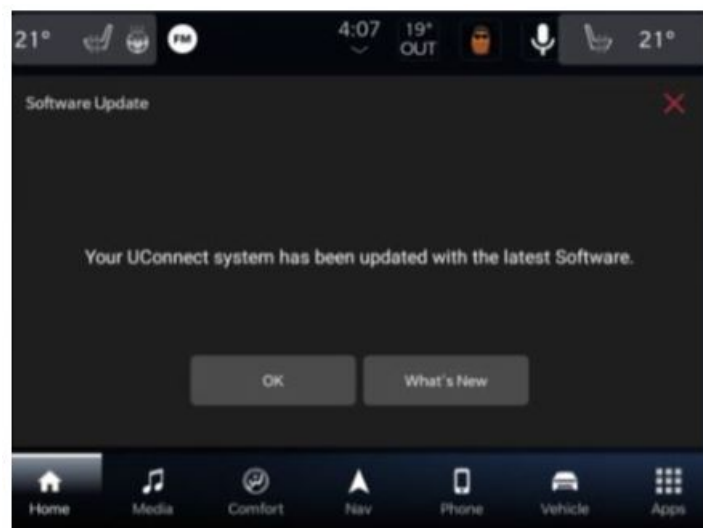

Fig. 1
Software Acceptance Screen

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