



NUMBER: 08-211-22

GROUP: 08 - Electrical

DATE: November 18, 2022

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

SUBJECT:

Radio Over The Air Software Version Updated to S26.17

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 from S24.13/S24.18 to S26.17

NOTE: The national launch for the FOTA is expected to begin November 25, 2022.

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	(VF)	RAM ProMaster
2022	(RU)	Chrysler Pacifica/Voyager

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

NOTE: This bulletin applies to RU, DT, DD, DJ, D2, DP and DF vehicles built on or before November 01, 2022 (MDH 1101XX) equipped with one of the following radios:

NOTE: This bulletin applies to VF vehicles built on or before January 10, 2023 (MDH 0110XX) equipped with one of the following radios:

- Uconnect 5 W 10.19 Display (Sales Codes UBG or UEG).
- 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:

- Battery Drain.
- Radio Resets (Rear view camera will still function normally).
- Wireless connectivity device disconnect.
- CarPlay® icon does not appear in device manager.
- Climate icon missing.
- Audio disruptions.
- SXM inoperative.
- Audio muted.
- Passenger screen blank.
- Passenger screen apps missing.
- Missing profiles icon.
- Cluster displays incorrect audio source.
- Radio is slow to respond.
- Trailer Tire Pressure configurations deleted.
- Steering wheel controls skipping SXM channels.
- Recent calls not displayed.
- Phone audio playing with ignition off.

Improvements are included with this update:

- Apple CarPlay® and Android Auto® improvements.
- Voice Recognition command improvements.
- Uconnect phone improvements.
- FOTA improvements.
- Passenger screen camera app improvements.
- Icon size/layout improvements.

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.

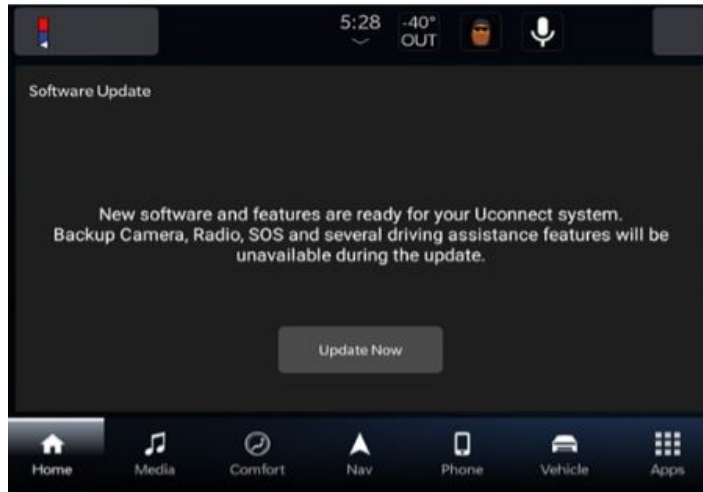


Fig. 1
Software Acceptance Screen

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