

REFERENCE:	TSB: 08-014-23 GROUP 08 - Electrical	Date:	January 20, 2023	REVISION:	-
VEHICLES AFFECTED:	2021 (DT) RAM 1500 Pickup 2021 (DJ) RAM 2500 Pickup 2021 (D2) RAM 3500 Pickup 2021 (DD) RAM 3500 Cab Chassis 2021 (DP) RAM 4500/5500 Cab Chassis 2021 (DF) RAM 3500 <10K Cab Chassis NOTE: This bulletin applies to vehicles equipped with Uconnect 12.0 with Navigation radio (Sales Codes UAX or UCX).	MARKET APPLICABILITY:			
		<input checked="" type="checkbox"/> NA		<input type="checkbox"/> MEA	
		<input type="checkbox"/> SA		<input type="checkbox"/> IAP	
		<input type="checkbox"/> EE		<input type="checkbox"/> CH	
CUSTOMER SYMPTOM:	<ul style="list-style-type: none"> • Text displayed on radio “Installing pop up message” for entire key cycle. • Improper NAV search results. • Lost SXM presets after remote start through Uconnect app. • Rear shelf speaker crackles/popping noise. 				
CAUSE:	Radio Software				

REPAIR SUMMARY:

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. The radio software will be updated from 37.4, 39.1, 39.5, 39.6, 39.62, 39.7 or 39.74 to 39.92.

NOTE: National launch for this FOTA update is expected to begin February 09, 2023.

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.**



Fig. 1

Software Acceptance Screen

NOTE: If selecting “Schedule Update” the screen below will be displayed. The customer can select the exact time they want the update to begin (Fig. 2).



Fig. 2

Schedule Update Screen

1. The vehicle transmission needs to be in the park position, or have the vehicle in neutral with parking brake engaged if equipped with a manual transmission. The ignition needs to be off.

- Whether the customer selects "Update Now" or "Schedule Update" (Fig. 2) and sets a time, they can shut off the vehicle and leave. The update will be completed automatically (Fig. 3).

NOTE: This step may take several minutes to complete.

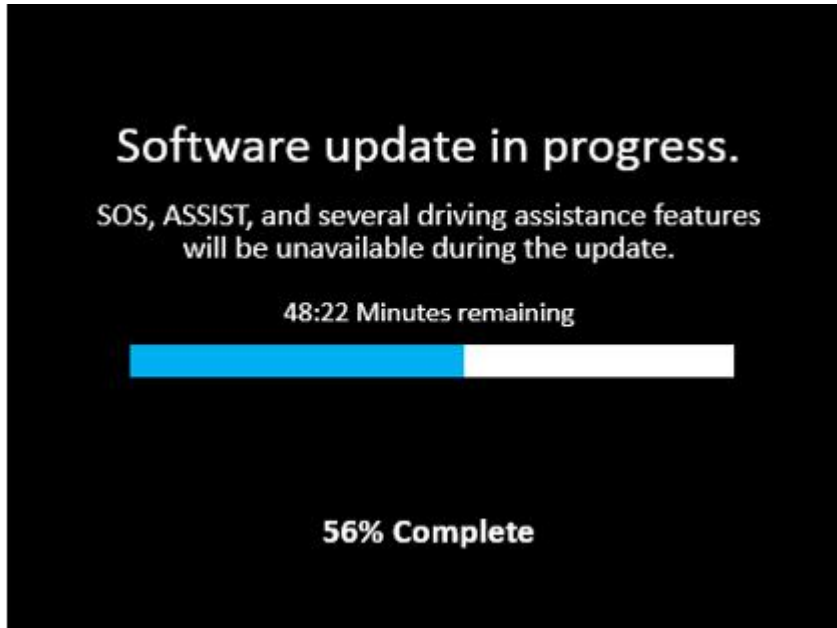


Fig. 3
Update In Progress Screen

- Upon completion of update, the radio will display a confirmation message (Fig. 4).



Fig. 4
Update Confirmation Screen

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Information Only

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