

<b>REFERENCE:</b>	<b>TSB:</b> 08-105-23 <b>GROUP</b> 08 - Electrical	<b>Date:</b>	April 19, 2023	<b>REVISION:</b>	08-155-21 REV. A
<b>VEHICLES AFFECTED:</b>	<p>2022 (DT) RAM 1500 Pickup                  2022 (DJ) RAM 2500 Pickup                  2022 (DD) RAM 3500 Cab Chassis                  2022 (D2) RAM 3500 Pickup                  2022 (DP) RAM 4500/5500 Cab Chassis                  2022 (DF) RAM &lt;10K Cab Chassis                  2022 (VF) RAM Promaster</p> <p>This bulletin applies to vehicles equipped with one of the following radios:</p> <ul style="list-style-type: none"> <li>• Uconnect 5 NAV W 12" Display (Sales Codes UPQ, UFQ, UBQ or UEQ).</li> <li>• Uconnect 5 Nav W 8.4" Display (Sales Codes UFL, UPL, UFL, UBL or UEL).</li> <li>• **Uconnect 5 NAV W 10.1" Display (Sales Codes UFN, UBN or UEN).</li> <li>• Uconnect 5 Nav w/10.19 Display (Sales Codes UBG, UFG or UEG)**</li> </ul>			<b>MARKET APPLICABILITY:</b>	
<b>CUSTOMER SYMPTOM:</b>	<p>The customer may describe one or more of the following:</p> <ul style="list-style-type: none"> <li>• **Blank screen (Rear view camera is not affected and will still function normally).</li> <li>• Battery drain.</li> <li>• Radio resets (Rear view camera will still function normally).</li> <li>• Wireless connectivity device disconnect.</li> <li>• CarPlay® icon does not appear in device manager.</li> <li>• Climate icon missing.</li> <li>• Audio disruptions.</li> <li>• SXM® inoperative.</li> <li>• Audio muted.</li> <li>• Passenger screen blank.</li> <li>• Passenger screen apps missing.</li> <li>• Missing profiles icon.</li> <li>• Instrument Panel Cluster (IPC) displays incorrect audio source.</li> <li>• Radio is slow to respond.</li> <li>• Trailer tire pressure configurations deleted.</li> <li>• Steering wheel controls skipping SXM® channels.</li> <li>• Recent calls not displayed.</li> <li>• Phone audio playing with ignition off.**</li> <li>• SXM radio application missing (North America Only).</li> <li>• Navigation screen is blank.</li> <li>• Media page screen is frozen.</li> <li>• With forward camera, "Check Entire Surroundings" verbiage is covering other buttons.</li> <li>• Weather images are oversized.</li> <li>• SXM 360L / Internet stations not available.</li> </ul> <p><b>**The following improvements are also included with this update:</b></p> <ul style="list-style-type: none"> <li>• Apple CarPlay® and Android Auto® improvements.</li> <li>• Voice Recognition (VR) command improvements.</li> <li>• Uconnect phone improvements.</li> <li>• FOTA improvements.</li> </ul>				

	<ul style="list-style-type: none"> <li>• Passenger screen camera app improvements.</li> <li>• Icon size/layout improvements.**</li> </ul>
<b>CAUSE:</b>	Radio software

This bulletin supersedes Technical Service Bulletin (TSB) 08-155-21 REV. A, date of issue October 02, 2021, which should be removed from your files. All revisions are highlighted with **\*\*asterisks\*\*** and include updated software, additional symptoms, improvements and LOPs.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 21-143, date of issue October 02, 2021. All applicable RSU VINs have been loaded. To verify this 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 RSU will expire 18 months after the date of issue.

#### REPAIR SUMMARY:

This bulletin involves inspecting the software level and updating the software to S26.17.

#### CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-F2-AJ	Radio, Inspect Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.7 Hrs.
18-60-F2-AK	Radio, Software - Create USB Jump Drive from Uconnect Website ( <b>One Time Only</b> ) (0 - Introduction)	6 - Electrical and Body Systems	1.1 Hrs.
Failure code	CC	Customer Concern	

#### The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM identified in the Technical Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

#### 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 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 the customer describes any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

**SPECIAL TOOLS/EQUIPMENT:**

Description	Ref. No.	Notes
wiTECH or Equivalent	-	-

**REPAIR PROCEDURE:**

**NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.**

**NOTE: If this flash process is interrupted/aborted, the flash should be restarted.**

1. Check if the radio software has been updated. Go to "Vehicle Settings" then select " System Information" and look for "Radio Version".
2. Was the radio software at or above S26.17?
  - YES >>> This bulletin does not apply. Additional diagnostic may be needed.
  - NO >>> Proceed to [Step 3](#).
3. Has a **34GB** USB flash drive been created?
  - YES >>> Proceed to [Step 11](#).
  - NO >>> Proceed to [Step 4](#).
4. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information>Dealer software downloads to download the files.
5. Use a blank USB flash drive with at least 34GB of space. Follow the on-screen instructions to download the software files.

**NOTE: When downloading the software file, always select the MAC version, regardless of the computer being used.**

6. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads ([Fig. 1](#)) .



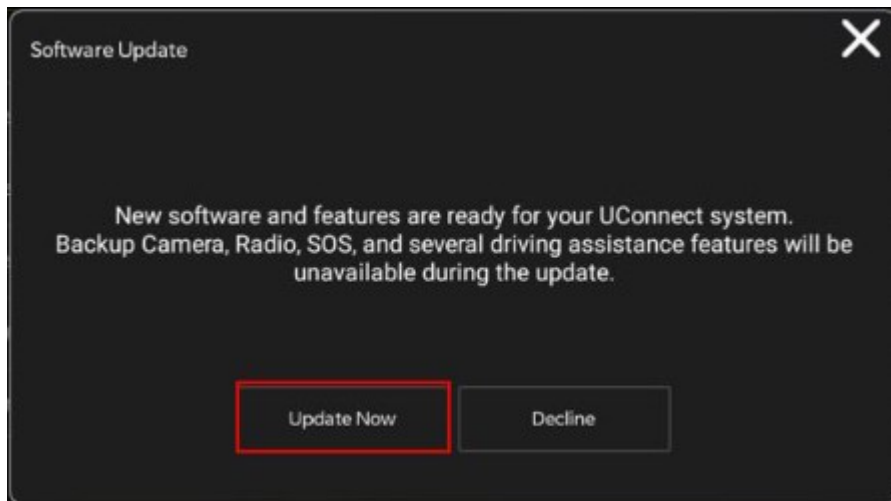
**Fig. 1  
MAC Download Steps**

7. Download the radio SW from DealerConnect to a blank USB flash drive. The USB flash drive should be at least 34GB and formatted to **NTFS**.
8. **Do not unzip** the folder/file and move all contents to the root directory of the USB.
9. There should only be one file on the USB root directory labeled as a zip folder.

10. Once the USB flash drive have been created, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Codes.
11. Start the vehicle and insert the correct USB flash drive with new software into the USB port.

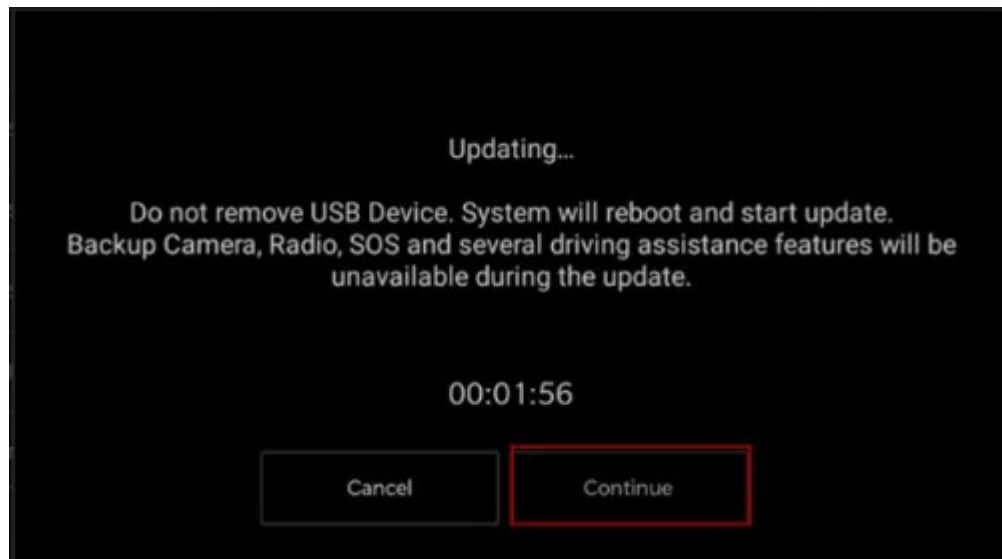
**CAUTION! Make sure no other device is plugged into any of the USB ports while performing this re-program. If other devices are connected to USB ports during re-programming, it may cause failure of files to be loaded which may cause the radio to need replacement.**

12. Once the system has verified there is an available update, press the “Update Now” button. Make sure the vehicle is in park. **Do NOT turn the ignition off until the two minute timer has expired. The ignition doesn’t have to be turned off to update the radio’s software (Fig. 2) .**



**Fig. 2**  
**Software Update Is Available**

13. Press the “Continue” on the display screen (Fig. 3) .



**Fig. 3**  
**Continue Display Screen**

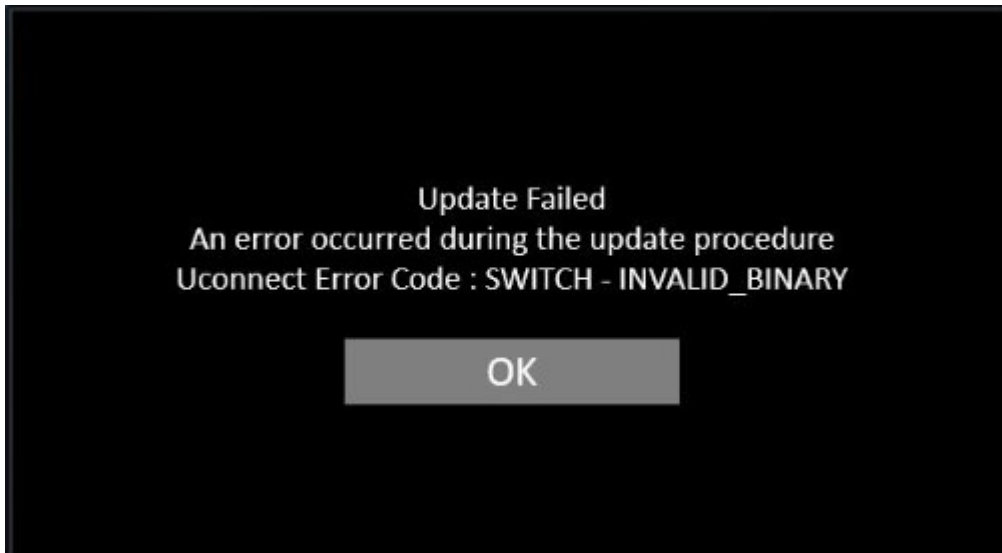
14. The radio will reboot and the update will begin. The update should only take 30 minutes (Fig. 4) .

**NOTE: Do NOT turn off the vehicle when the software update is completed and directed to remove the USB flash drive.**



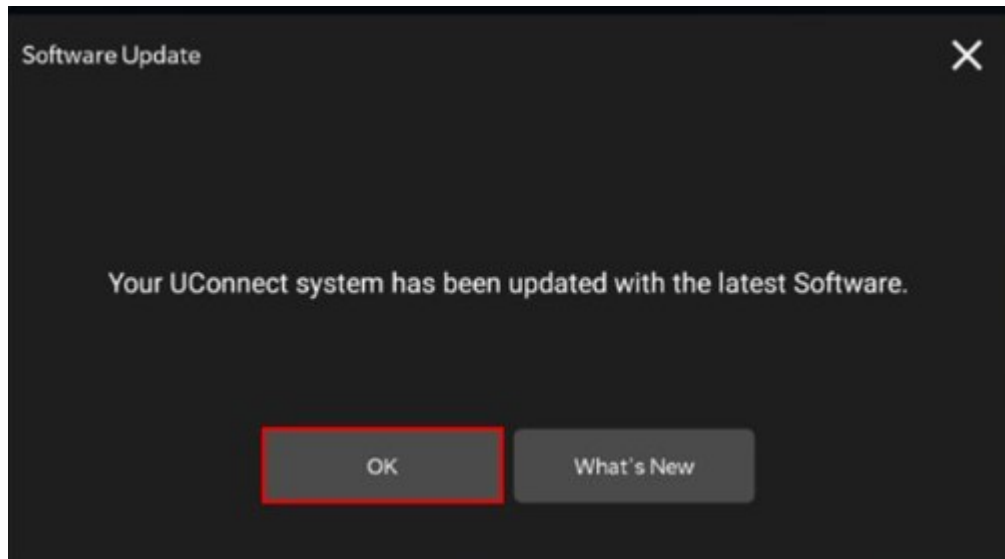
**Fig. 4  
Software Update Completed**

15. **Do Not** turn off the ignition at this point. The update is still in process, wait until the radio restarts and the home screen is displayed. This should take around five minutes
16. Sometimes the radio will display an error pop up “ SWITCH - INVALID\_BINARY“ after successful radio update. Please ignore this error message and press “OK” to continue (Fig. 5) .



**Fig. 5  
Error Message**

17. Press “OK” to continue (Fig. 6) .



**Fig. 6**  
**Radio Software Has Been Updated**

18. Check if the radio software has been updated. Go to “Vehicle Settings” then select “ System Information” and look for “Radio Version”.
19. Was the radio updated to S26.17?
- YES>>> Proceed to [Step 20](#).
  - NO>>> Perform the update one more time. Proceed to [Step 12](#).
20. **Perform a Factory Reset.** This can be found in the radio under Vehicle Setting > Reset >Perform Factory Reset.
21. Once the reset is completed turn off the ignition open and closed the drivers door and let all modules go to sleep. Make sure the scan tool is not connected at this point.
22. After all the modules have been a sleep mode for five minutes, turn the ignition back on.
23. Before clearing all DTCs, cycle the ignition Off and back to “Run” quickly (within two seconds).
24. Using WiTECH, clear all DTCs that may have been set in any module due to reprogramming.

**POLICY:**

Reimbursable within the provisions of the warranty.

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