

REFERENCE:	TSB: 08-136-23 GROUP 08 - Electrical	Date:	June 2, 2023	REVISION:	—
VEHICLES AFFECTED:	2022 - 2023 (VF) RAM ProMaster This bulletin applies to vehicles built on and before January 9, 2023 (MDH 0109XX) equipped with one of the following radios: Uconnect 5 W 7" Display (Sales Codes UBC or UEC) and Global Telematics Box module (Sales Code RDG).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH	
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: - Radio satellite function is inoperative, or the SAT channel shows the message: "Satellite Antenna Unavailable/Satellite Signal Failure". - After failed attempt retry screen, Head Unit (HU) doesn't reconnect to CarPlay™. - After a sleep (Key Off/On), stored DTC D176, lost communication problem with Telematics Box module (TBM). - At key-on the Head Unit (HU) turns on even if Auto-On Radio is off. - DTC randomly present in error memory: DTC B14DB-13-USB TBM PORT - CIRCUIT OPEN randomly present. - At radio startup, the customer can see the "Accept" button on the disclaimer being shown without capital letter. - Buttons and text are smaller in "Controls" Tab. - The rejection tone is not played when an empty preset is selected. - The preset bar in the media screen, starts with the last position preset instead of first. - For an instant the screen phone appears during the activation of an error pop-up in power off condition. - DND (Do Not Disturb) check mark blinks. - The profiles icon in status bar does not updated after the user changes the driver profile. - The user turns on the vehicle and sees the focus is on vehicle screen, then turns off the radio. they turn on the radio again and he sees the radio switched from vehicle to Home section. - The "Remind me later/never show again" popup graphics are wrong, the buttons are almost taking the whole space of the popup. - When scrolling the Contacts list, a letter pop-up will display as an overlay so user can't see which letter of list they are scrolling though as they scroll up or down. - When entering the Settings list or sub-lists the customer is not always brought back to the previous position in the list. - When accessing settings about Brakes section within Vehicle tab, the customer is not informed about non availability of the feature while vehicle is in motion. - When the customer is adding a new app to the Shortcuts widget where there is already the link to "Settings", the Apps selection page shows "Settings" grayed only for the label and not for the icon, as for other apps. - Maintenance error popup when the language is set to Spanish. The popup text should be: "La batería de Uconnect Box requiere mantenimiento". - In power off condition after off/on, if user closes TBM error pop-up (e.x SystemFailSts=1) HU turns on displaying black backlight full screen. - When DND mode is set, the bottom icon is not checked. - The user can't access in Browser/folder list. User can't select the items inside the folder. - A tone must be played after reset Wi-Fi password.				

	• Phonebook, if the user changes screen while scrolling, when returned to the phonebook, it does not start from the first line. It continues to scroll or starts at a random point in the list. • The indication bar (Red strip) that appears on top when an E-call is started has the text left side instead of center. • In key off/power off radio condition, when FOTA update silent is started, HU turns on displaying black backlight full screen.
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 139.01.19 and 139.01.60 to 145.00.15.

NOTE: The national launch for the FOTA is expected to begin June 15, 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 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 Technical 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" (Fig. 1) 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) .

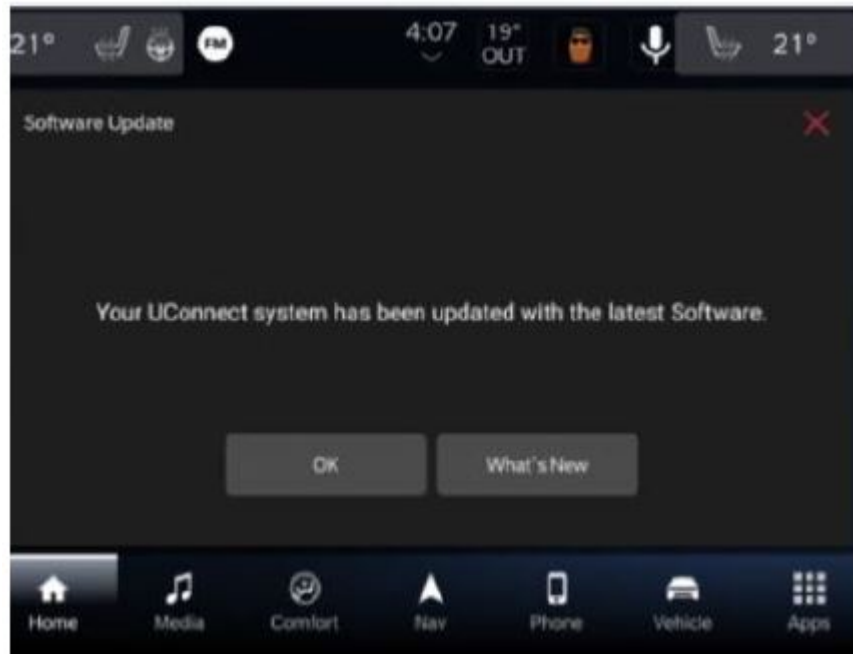


Fig. 2
Software Update Confirmation Screen

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