

<b>REFERENCE:</b>	<b>TSB:</b> 08-158-23 <b>GROUP</b> 08 - Electrical	<b>Date:</b>	June 30, 2023	<b>REVISION:</b>	—
<b>VEHICLES AFFECTED:</b>	<p>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 Lb. Cab Chassis                  2022 (DP) RAM 4500/5500 Cab Chassis</p> <p>This bulletin applies to vehicles equipped with either:</p> <ul style="list-style-type: none"> <li>• Uconnect 5 NAV W 8.4" Display (Sales Codes UBL and UEL)</li> <li>• Uconnect 5 NAV W 12.0" Display (Sales Codes UBQ and UEQ).</li> </ul>			<b>MARKET APPLICABILITY:</b>	
				<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
<b>CUSTOMER SYMPTOM:</b>	<ul style="list-style-type: none"> <li>• Unable to exit FamCam.</li> <li>• Electric vehicle pages inoperable.</li> <li>• Ambient Light Setting inoperable.</li> <li>• Radio reset (Rearview camera functions normally).</li> <li>• Voice Recognition (VR) inoperable.</li> <li>• Scheduled cabin cooling inoperable.</li> <li>• Unable to exit electric vehicle page.</li> <li>• Audio sources inoperable.</li> <li>• Wireless CarPlay® inoperable.</li> <li>• Setting preferences not saved on correct profile.</li> <li>• Audio loss.</li> </ul>				
<b>CAUSE:</b>	Various software issues due to the current software version of the radio.				

**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 S26.17 to T25.48.

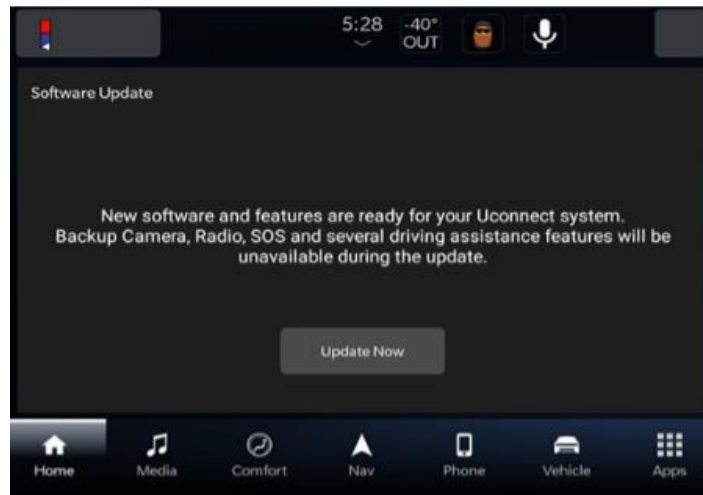
**NOTE: The National campaign for this FOTA update launched July 17, 2023.**

**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 Service Bulletin to inform the dealer how the FOTA update is performed. This document does not contain a LOP for reimbursement.**

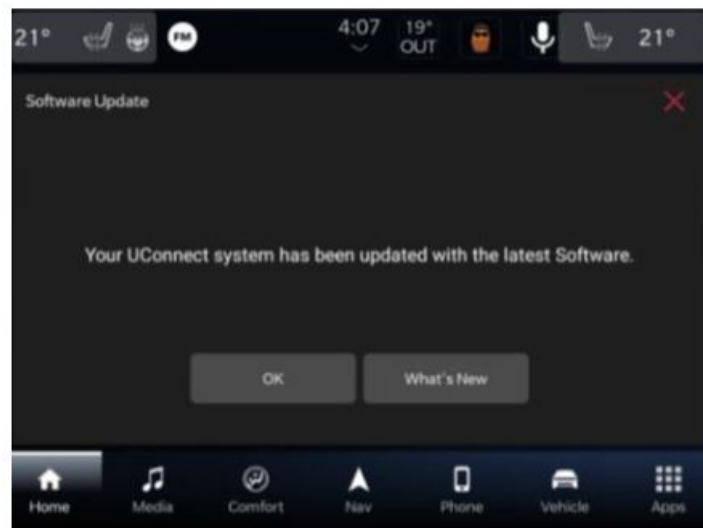


**Fig. 1**  
**Software Acceptance Screen**

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

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