

REFERENCE:	TSB: 08-162-23 GROUP 08 - Electrical	Date:	July 11, 2023	REVISION:	-
VEHICLES AFFECTED:	2022 - 2023 (DJ) RAM 2500 Pickup 2022 - 2023 (D2) RAM 3500 Pickup 2022 - 2023 (DD) RAM 3500 Cab Chassis 2022 - 2023 (DF) RAM 3500 10K LB. Cab Chassis 2022 - 2023 (DP) RAM 4500/5500 Cab Chassis This bulletin applies to vehicles built on and before May 20, 2023 (MDH 0520XX) equipped with a Global Telematics Box Module (Sales Code RDG).			MARKET APPLICABILITY:	
				<input checked="" type="checkbox"/> NA <input type="checkbox"/> SA <input type="checkbox"/> EE	<input type="checkbox"/> MEA <input type="checkbox"/> IAP <input type="checkbox"/> CH
CUSTOMER SYMPTOM:	The customer may experience the one or more of the following: <ul style="list-style-type: none"> • Uconnect Box Message at Startup. • Uconnect Box Error Or Requires Service Message. • Uconnect Mobile App trunk status showing as closed when trunk is open. • Diagnostic Trouble Codes (DTCs) for Electronic Control Modules (ECUs) won't be shown to customer through the Vehicle Health alert (Mobile App or email). 				
CAUSE:	TBM Software				

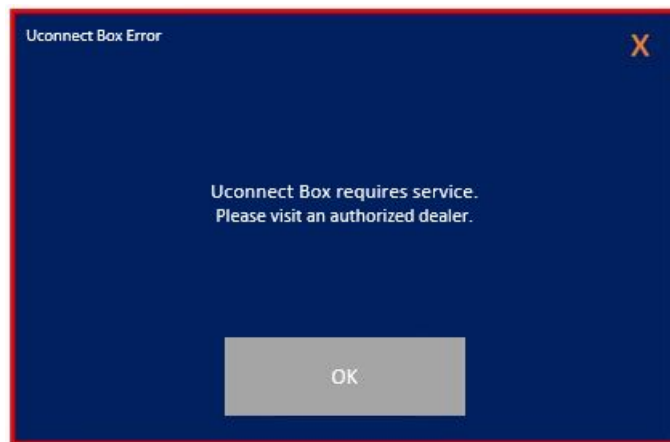


Fig. 1
Uconnect Box Error Message

Message display on the radio screen, “Uconnect Box requires service. Please visit an authorized dealer.” (Fig. 1) , with no active or stored DTCs set by the TBM.

NOTE: “Uconnect Box requires service.” message can be triggered by different reasons. For an issue on a new vehicle recently switched to customer mode, please follow the New Vehicle Preparation procedure to resolve the issue. For the customer vehicle with intermittent concerns, please check the TBM, antenna and instrument panel harness connections.

REPAIR SUMMARY:

The TBM software will be updated from 5.25 to 5.39.1.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-F5-92	Module, Global Telematics Box (TBM) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	2.9 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. Reprogram the TBM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
2. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

POLICY:

Reimbursable within the provisions of the warranty.

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