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| REFERENCE: | TSB: 08-185-23 GROUP 08 - Electrical | Date: | July 28, 2023 | REVISION: | — |
| VEHICLES AFFECTED: | <p>2022 (DT) RAM 1500 Pickup 2022 (DJ) RAM 2500 Pickup 2022 (DD) RAM 3500 Cab Chassis 2022 (D2) RAM 3500 Pickup 2022 (DF) RAM 3500 10K LB. Cab Chassis 2022 (DP) RAM 4500/5500 Cab Chassis 2022 - 2023 (DS) RAM 1500 Pickup</p> <p>This bulletin applies to vehicles equipped with the following radio:</p> <ul style="list-style-type: none"> Uconnect 5 W 8.4" Display (Sales Code UBD) and Global Telematics Box Module (Sales Code RDG). <p>This bulletin applies to DS vehicles built on or before April 03, 2023 (MDH 0403XX).</p> | | | MARKET APPLICABILITY: | |
| CUSTOMER SYMPTOM: | <p>Customers may experience one or more of the following:</p> <ul style="list-style-type: none"> Media source changes to AM after the theme mode is changed (ex. headlights on - dark mode). Audio cuts out at volume levels 30 or above. System switches to Wireless after key cycle, profile change, or theme mode change. Wireless phone interface freezes after user accepts incoming call when in a conference call. Wi-Fi Hotspot gets disabled automatically when turning the vehicle ignition off for a long period. Loss of SXM/AM/FM presets. Blank Screen and Home Screen Loading. (Rearview Camera not affected). Radio Reboot. (Rearview Camera not affected). | | | | |
| 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 136.10.04, 139.01.53 and 145.00.15 to R160.

NOTE: The national launch for the FOTA is expected to begin April 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 Technical Service Bulletin to inform the dealer how the FOTA update is performed. This document does not contain a LOP for reimbursement.

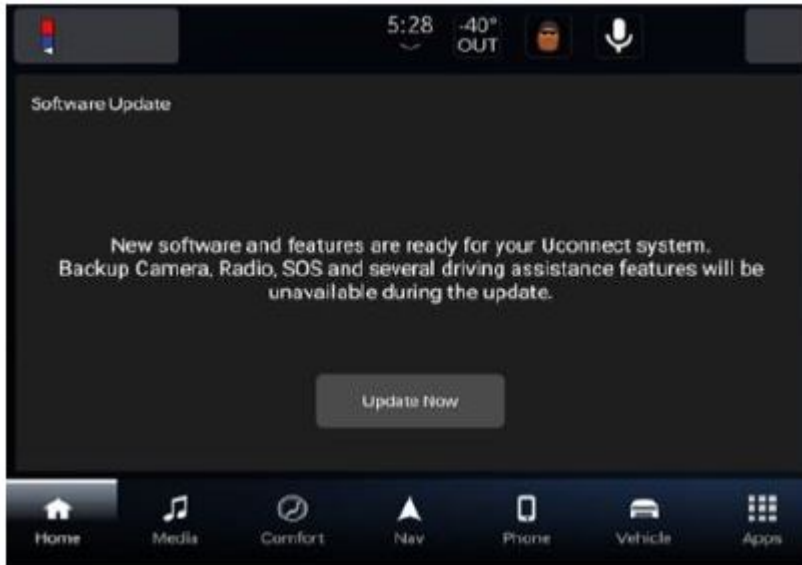


Fig. 1
Software Acceptance Screen

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) .

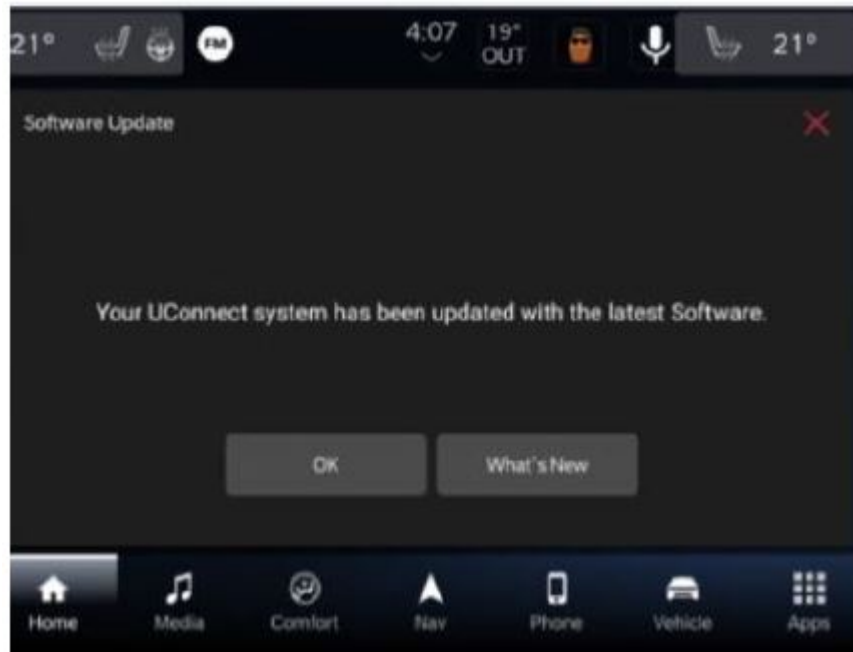


Fig. 2
Software Update Confirmation Screen

POLICY:
Information Only

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