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| <b>REFERENCE:</b>         | <b>TSB:</b> 08-190-23<br><b>GROUP</b> 08 -<br>Electrical  | <b>Date:</b> | August 3, 2023 | <b>REVISION:</b>             | — |
| <b>VEHICLES AFFECTED:</b> | <p><b>2023 (DT) RAM 1500 Pickup</b><br/> <b>2023 (DJ) RAM 2500 Pickup</b><br/> <b>2023 (D2) RAM 3500 Pickup</b><br/> <b>2023 (DD) RAM 3500 Cab Chassis</b><br/> <b>2023 (DF) RAM 3500 10K LB. Cab Chassis</b><br/> <b>2023 (DP) RAM 4500/5500 Cab Chassis</b></p> <p><b>This bulletin applies to:</b></p> <ul style="list-style-type: none"> <li>• DT vehicles built on or before July 31, 2023 (MDH 0731XX).</li> <li>• DJ, D2, DD, DF and DP vehicles built on or before July 10, 2023 (MDH 0710XX).</li> </ul> <p><b>Equipped with Uconnect 5 W 8.4" Display (Sales Codes UBD or UED) and Global Telematics Box Module (Sales Code RDG).</b></p>   |              |                | <b>MARKET APPLICABILITY:</b> |   |
| <b>CUSTOMER SYMPTOM:</b>  | <p><b>Customers may experience one or more of the following:</b></p> <ul style="list-style-type: none"> <li>• No sound heard when Assist &amp; SOS Call is established.</li> <li>• Balance/Fade does not stay on when setup by one press.</li> <li>• Wireless Phone interface freezes after User accepts incoming call when in a conference call.</li> <li>• System switches to Wireless after key cycle, profile change, theme change, or theme mode change.</li> <li>• After overnight sleep cycle defrost vent and dash vent are cut off due to duplicate front defrost.</li> <li>• Surround sound image loads incorrectly when activating with Android Auto™.</li> <li>• Radio plays different SXM® station than user selected.</li> <li>• After a software update, previously added widgets to Shortcuts show up as "Couldn't add widget".</li> <li>• SXM® presets greyed out, non-functional and audio intermittently fades in and out.</li> <li>• Switch between the Cargo Camera screen and the AUX camera screen while switching between Night/Day modes, camera image may not be displayed. (Rearview camera functions normally).</li> <li>• Deleting songs from Artist &amp; Song Notifications, then Sports announcement displayed and "X" to cancel freezes screen. (Rearview camera functions normally).</li> <li>• After a long sleep cycle, the left menu bar showing SXM® station categories (i.e. For You, Music, Sports, News, Presets) does not display all categories.</li> <li>• When playing SXM®, after switching to a profile with a different Theme Mode, starting Bus Sleep cycle causes Presets Shown to change from 20 to 15. (Rearview camera functions normally).</li> <li>• When call received from another vehicle, the voice of the receiving end is echoed back, the caller's vehicle has no echo issue.</li> <li>• No response from Browse hard key when SXM® source is selected.</li> <li>• Screen graphics/Theme - Shortcut widgets show up as "Loading", even after full sleep cycle.</li> <li>• Android Auto™ - Call duration displayed on status bar notification area is different than the actual duration. Widget view and Android Auto™ screen are showing correct.</li> <li>• Back Camera Icon is greyed out and it's not accessible from Status bar. (Rearview camera functions normally).</li> <li>• Front defrost status on popup not reflected.</li> <li>• After Profile switch Vehicle settings retains previous theme.</li> <li>• Camera - Radio display screen unresponsive after launching Surround View Camera. (Rearview camera functions normally).</li> <li>• Vehicle Cameras shortcut shows Loading when keep changes after creating new profile. (Rearview camera functions normally).</li> </ul> |              |                |                              |   |

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|               | <ul style="list-style-type: none"> <li>• Background graphics on radio are clear in the center and fade to solid white around the outside. (Rearview camera functions normally).</li> <li>• Camera icon is disabled in status bar when vehicle is over 8 mph. (12 kph.).</li> <li>• Radio display unresponsive after launching Rear View Camera (RVC). (Rearview camera functions normally).</li> <li>• "Enable Wi-Fi Hotspot" button cannot be selected.</li> <li>• Phone pickup button malfunction.</li> <li>• Radio display freeze after changing Theme Mode. (Rearview camera functions normally).</li> <li>• Radio display freeze after changing Media source. (Rearview camera functions normally).</li> <li>• Radio does not display analog camera image clearly on the radio screen. (Related to trailer surround view).</li> <li>• Vehicle Cameras shortcut on Home Screen stuck in Loading after switching profiles.</li> <li>• Phone pickup button does not work.</li> </ul> |
| <b>CAUSE:</b> | <b>Radio Software</b>  |

**REPAIR SUMMARY:**

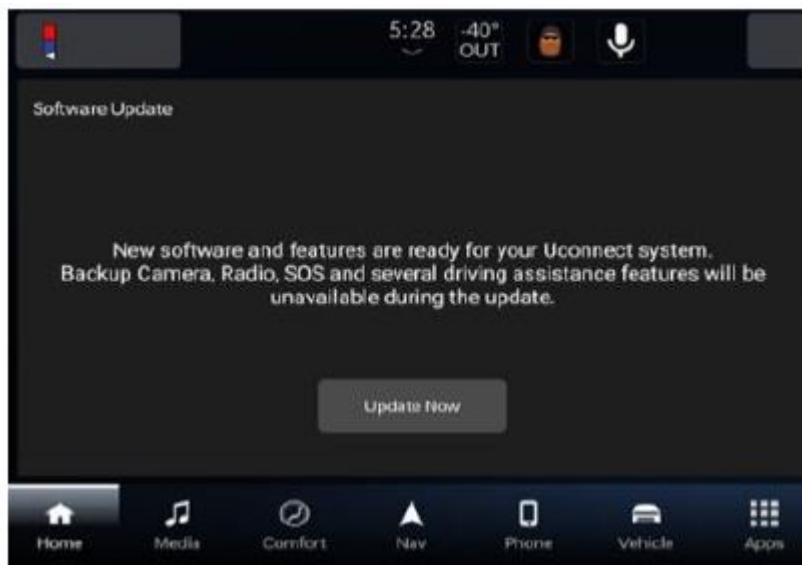
This bulletin provides information regarding the latest Firmware Over The Air (FOTA) update and provides the service technician an overview of the steps a customer will need to take to complete the update. The radio software will be updated from R246.71.04, R246.68.40 and R246.34.28 to R255.45.06.

**NOTE: The national launch for the FOTA is expected to begin August 28, 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.**

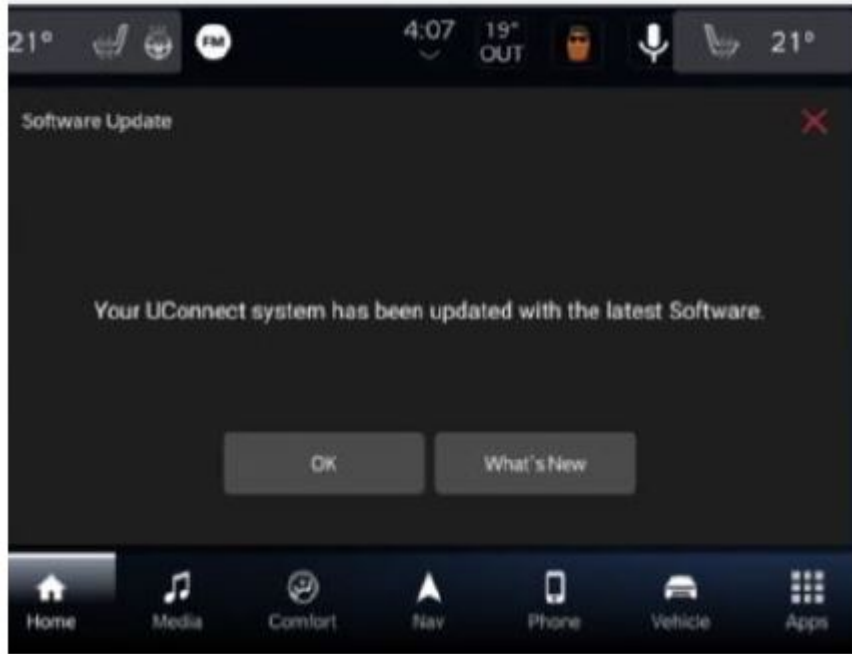


**Fig. 1**  
**Software Acceptance Screen**

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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