

<p>REFERENCE:</p>	<p>TSB: 08-044-23 GROUP 08 - Electrical</p>	<p>Date:</p>	<p>February 14, 2023</p>	<p>REVISION:</p>	<p>08-211-22</p>
<p>VEHICLES AFFECTED:</p>	<p>2022 - **2023** (DT) RAM 1500 Pickup 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 Cab Chassis 2022 - **2023** (DP) RAM 4500/5500 Cab Chassis 2022 - **2023** (VF) RAM ProMaster 2022 - **2023** (RU) Chrysler Pacifica/Voyager This bulletin applies to DD, DJ, D2, DP and DF vehicles built on or before **September 22, 2022 (MDH 0922XX)** equipped with one of the following radios below: **This bulletin applies to DT vehicles built on or before September 26, 2022 (MDH 0926XX) equipped with one of the following radios below:** **This bulletin applies to RU vehicles built on or before August 26, 2022 (MDH 0826XX) equipped with one of the following radios below:** This bulletin applies to VF vehicles built on or before **January 26, 2023 (MDH 0126XX)** equipped with one of the following radios:</p> <ul style="list-style-type: none"> • Uconnect 5 NAV W 12" Display (Sales Codes UBQ or UEQ). • Uconnect 5 NAV W 10.1" Display (Sales Codes UBN or UEN). • Uconnect 5 W 10.1" Display (Sales Codes UBG or UEG). • Uconnect 5 NAV W 8.4" Display (Sales Codes UBL or UEL). 			<p>MARKET APPLICABILITY:</p> <p><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</p>	
<p>CUSTOMER SYMPTOM:</p>	<p>Customers may experience one or more of the following:</p> <ul style="list-style-type: none"> • **Blank screen (Rear view camera is not affected and will still function normally).** • Battery drain. • Radio resets (Rear view camera will still function normally). • Wireless connectivity device disconnect. • CarPlay® icon does not appear in device manager. • Climate icon missing. • Audio disruptions. • SXM® inoperative. • Audio muted. • Passenger screen blank. • Passenger screen apps missing. • Missing profiles icon. • Instrument Panel Cluster (IPC) displays incorrect audio source. • Radio is slow to respond. • Trailer tire pressure configurations deleted. • Steering wheel controls skipping SXM® channels. 				

	<ul style="list-style-type: none"> • Recent calls not displayed. • Phone audio playing with ignition off. <p>The following improvements are also included with this update:</p> <ul style="list-style-type: none"> • Apple CarPlay® and Android Auto® improvements. • Voice Recognition (VR) command improvements. • Uconnect phone improvements. • FOTA improvements. • Passenger screen camera app improvements. • Icon size/layout improvements.
CAUSE:	Radio Software

This bulletin supersedes Technical Service Bulletin (TSB) 08-211-22, date of issue November 18, 2022, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include model years, build dates and symptom/condition.

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 S24.13 or S24.18 to S26.17.

NOTE: The national launch for the FOTA is expected to begin November 25, 2022.

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.

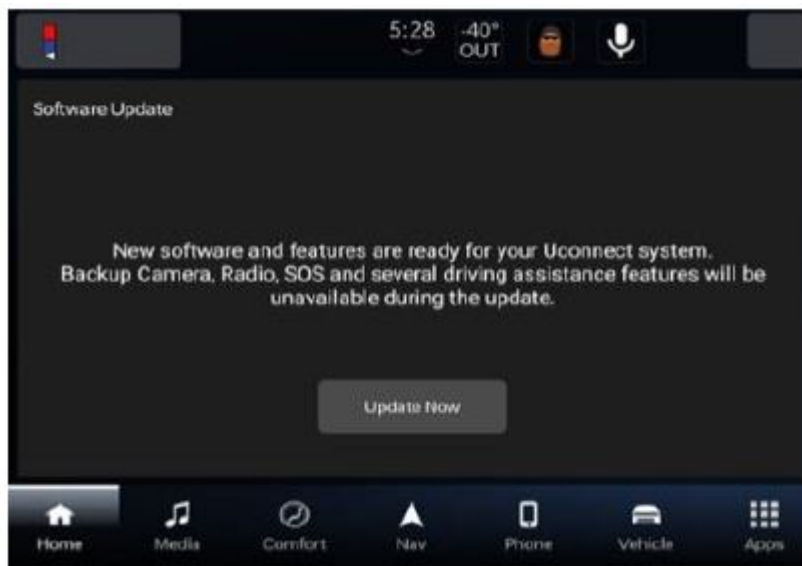


Fig. 1
Software Acceptance Screen

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) .

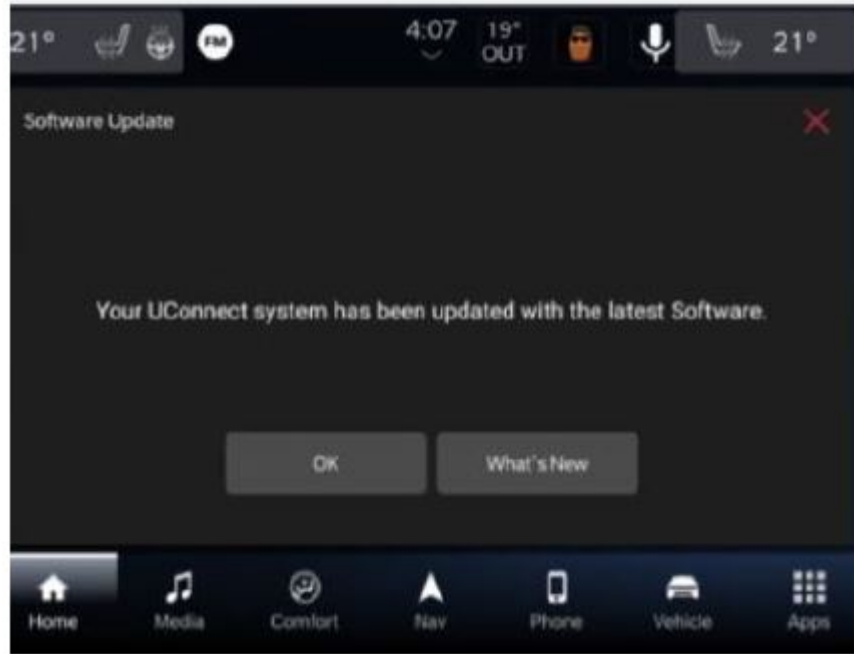


Fig. 2
Software Update Confirmation Screen

POLICY:
Information Only

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