

Technical Service Bulletin (TSB)

Radio Over The Air Update From S26.17 and T25.48 to T25.51 Software Version

REFERENCE:	TSB: 08-212-23 GROUP 08 - Electrical	Date:	September 1, 2023	REVISION:	—
VEHICLES AFFECTED:	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 This bulletin applies to vehicles equipped either: • Uconnect 5 NAV W 8.4" Display (Sales Codes UBL and UEL) and Surround View Camera (Sales Code XAK). • Uconnect 5 NAV W 12.0" Display (Sales Codes UBQ and UEQ) and Surround View Camera (Sales Code XAK).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH	
CUSTOMER SYMPTOM:	Customer may experience one or more of the following: • Missing Side Camera and Trailer View SoftKeys. • Ambient Light Setting inoperable. • Radio reset (Rearview camera functions normally). • Voice Recognition (VR) inoperable. • Audio sources inoperable. • Wireless CarPlay® inoperable. • Setting preferences not saved on correct profile. • Audio loss.				
CAUSE:	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 and T25.48 to T25.51.

NOTE: The National campaign for this FOTA update is estimated to be launched on September 29, 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.

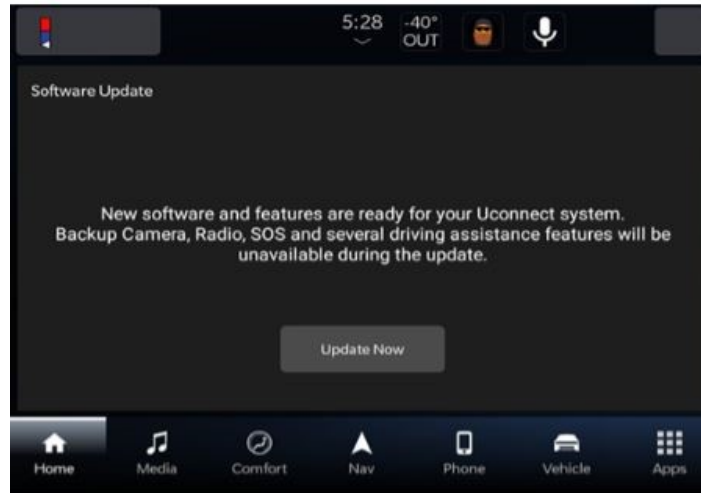


Fig. 1
Software Acceptance Screen

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) .

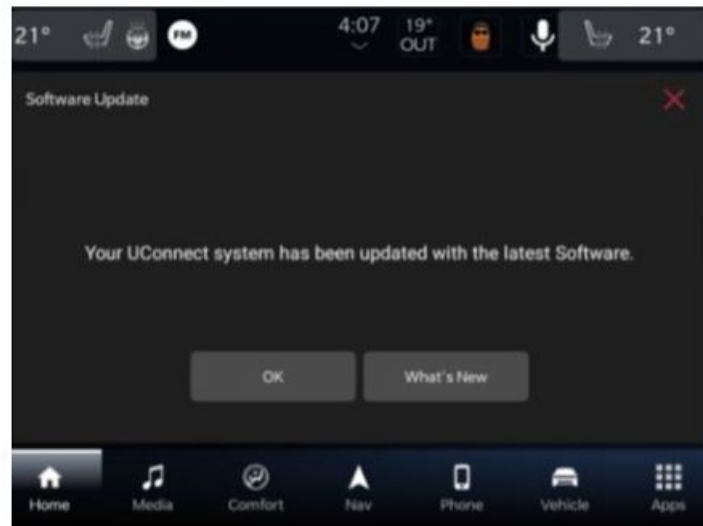


Fig. 2
Software Update Confirmation Screen

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