

REFERENCE:	TSB: 08-244-23 GROUP: 08 - Electrical	Date:	November 15, 2023	REVISION:	-						
VEHICLES AFFECTED:	<p>2023 (DT) RAM 1500 Pickup 2023 (DJ) RAM 2500 Pickup 2023 (DD) RAM 3500 Cab Chassis 2023 (D2) RAM 3500 Pickup 2023 (DP) RAM 4500/5500 Cab Chassis 2023 (DF) RAM <10K Cab Chassis</p> <ul style="list-style-type: none"> • This bulletin applies to DJ, DD, D2, DP, DF vehicles, equipped with of the Uconnect 5 W 8.4" Display (Sales Codes UFD, UPD UBD and UED) built on or before July 10, 2023 (MDH 0710XX). • This bulletin applies to DT vehicles, equipped with of the Uconnect 5 W 8.4" Display (Sales Codes UFD, UPD UBD and UED) built on or before August 02, 2023 (0802XX). 			<p>MARKET APPLICABILITY:</p> <table border="0"> <tr> <td><input checked="" type="checkbox"/> NA</td> <td><input checked="" type="checkbox"/> MEA</td> </tr> <tr> <td><input type="checkbox"/> SA</td> <td><input type="checkbox"/> IAP</td> </tr> <tr> <td><input type="checkbox"/> EE</td> <td><input type="checkbox"/> CH</td> </tr> </table>		<input checked="" type="checkbox"/> NA	<input checked="" type="checkbox"/> MEA	<input type="checkbox"/> SA	<input type="checkbox"/> IAP	<input type="checkbox"/> EE	<input type="checkbox"/> CH
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CUSTOMER SYMPTOM:	<p>The customer may experience one or more of the following:</p> <ul style="list-style-type: none"> • No sound heard when Assist & SOS Call is established. • Balance/Fade does not stay on when setup by one press. • Wireless Phone interface freezes after User accepts incoming call when in a conference call. • System switches to Wireless after key cycle, profile change, theme change, or theme mode change. • After overnight sleep cycle defrost vent and dash vent are cut off due to duplicate front defrost. • Surround sound image loads incorrectly when activating with Android Auto™. • Radio plays different SXM™ station than user selected. • After a software update, previously added widgets to Shortcuts show up as "Couldnt add widget". • SXM™ presets greyed out, non-functional and audio intermittently fades in and out. • 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). • Deleting songs from Artist & Song Notifications, then Sports announcement displayed and 9X9 to cancel freezes screen (Rearview camera functions normally). • 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. • 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). • When call received from another vehicle, the voice of the receiving end is echoed back, the callers vehicle has no echo issue. • No response from Browse hard key when SXM™ source is selected. • Screen graphics/Theme - Shortcut widgets show up as "Loading", even after full sleep cycle. • 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. • Back Camera Icon is greyed out and its not accessible from Status bar (Rearview camera functions normally). • Front defrost status on popup not reflected. • After Profile switch Vehicle settings retains previous theme. • Camera - Radio display screen unresponsive after launching Surround View Camera (SVC) (Rearview camera functions normally). 										

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

REPAIR SUMMARY:

This bulletin involves inspecting the software level and updating the software with USB to R255.45.06.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-F2-A3	Radio, Software Create USB Jump Drive From Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-F2-A4	Radio, Inspect Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.6 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 Diagnostic Trouble Codes (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.

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. On the radio display screen go into “Vehicle Settings”.
2. Select “System Information”.
3. Select “Version Information”.
4. Under the “Build Number”, radio software version is listed. For example, the software version here is R255.45.06 [Fig 1](#).

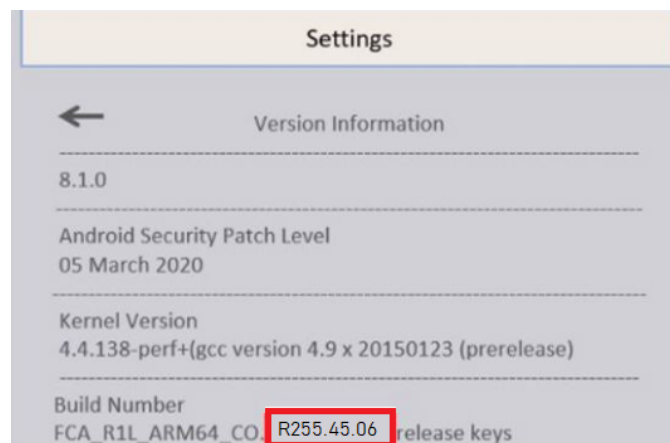


Fig. 1

Radio Software Level Screen Example

5. Is the current radio software one of the ones listed below R255.45.06?
 - YES >>> Proceed to [Step 6](#).
 - NO>>> This bulletin does not apply to the vehicle, normal diagnostics should be performed.
6. Reprogram the radio with the latest software R255.45.06 via USB flash drive.
7. Has a **4 GB** USB flash drive been created?
 - YES >>> Proceed to [Step 18](#).
 - NO >>> Proceed to [Step 8](#).
8. Perform the following steps to format the USB flash drive [Fig 2](#).
 - Select “FAT32” format.
 - Select “Default allocation size” under Allocation Unit Size.
 - Select “Quick Format” under Format Options.
 - Click “Start”.

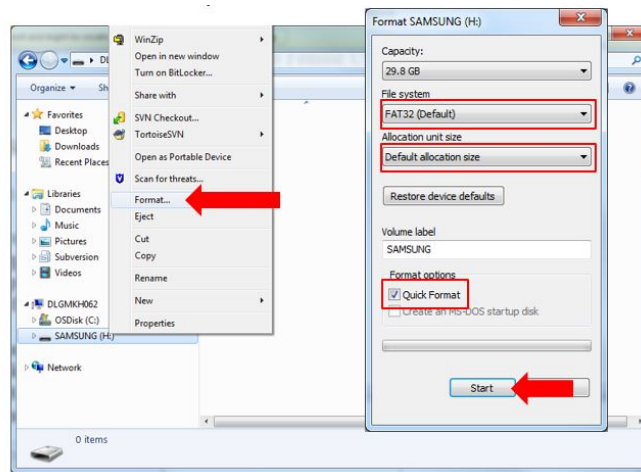


Fig. 2

Formatting The USB Flash Drive

- Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.

NOTE: If the software cannot be downloaded, make sure you have proper security access. If not, have the Service Manager or Shop Foreman download the software update.

- Use a blank USB flash drive with at least 4 GB of space. Follow the on-screen instructions to download the software files.
- Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads Fig. 3.

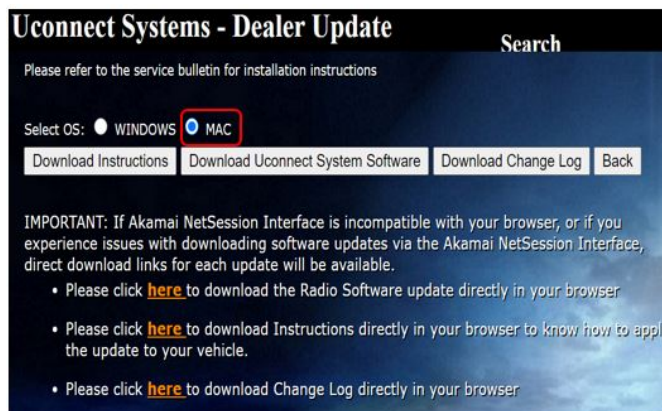


Fig. 3

MAC Download Steps

- Be sure to download the file to your designated folder before extracting the zip file to the blank USB flash drive.

NOTE: A blank USB flash drive will be needed for each radio update; additional updates cannot be on the same USB flash drive.

- Unzip the file to the root folder of USB flash drive. File should not be within a zip folder.

NOTE: It may take a few minutes for an accurate extract time to be displayed.

- Once the file is extracted to the USB flash drive flash drive, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Code.

CAUTION!

Eject the USB flash drive properly from your PC. Failure to eject the USB flash drive properly may result in an improper file byte size and cause the update to not fully download.

- Perform the following steps to properly eject the USB flash drive :

- Right click on the location of the USB flash drive.
- Click “Eject” to avoid data corruption.
- Remove the USB flash drive from the PC.

NOTE: Verify the vehicle fuel level is at least 1/8 of a tank. If not, add fuel as required.

16. Shut off all remaining accessories for the duration of the update (flashers, climate controls, etc.).
17. Wait for the radio to fully power on and initialize. Ensure all splash, partner logo, animation, disclaimer and main screens have loaded, before starting the software update.

NOTE: The engine must be running and radio powered on during the update. Failure to do so may result in the radio not being updated and create connectivity issues. DO NOT remove the USB flash drive during the update.

18. Start the vehicle and insert the USB flash drive into the USB port.
19. Vehicle must be out of “Ship Mode”. Starting at the radio ‘Home’ screen [Fig. 4](#).



Fig. 4
Home Screen

CAUTION!

Ensure NO other device is plugged into any of the USB ports while performing this update. If other devices are connected to the USB ports during the update, it may cause failure of files to be loaded. Failure to do so may cause the radio to need replacement.

20. Insert the USB flash drive into the USB port.
21. The radio will prompt you if you want to update to the newest software version [Fig. 5](#).

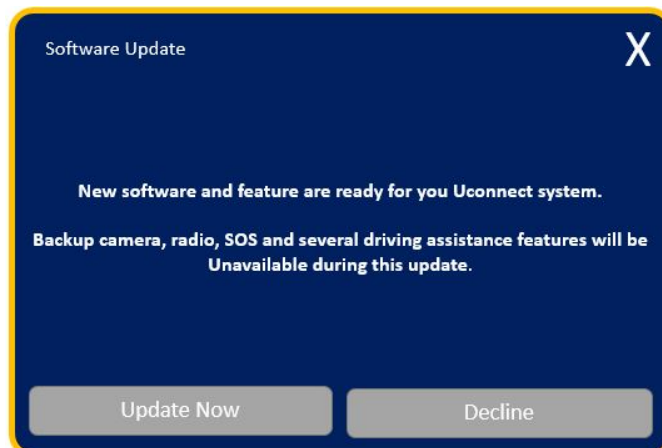


Fig. 5
Software Update Screen

22. Select "Update Now".

23. The radio will prompt you if you want to continue updating to the newer software [Fig. 6](#).

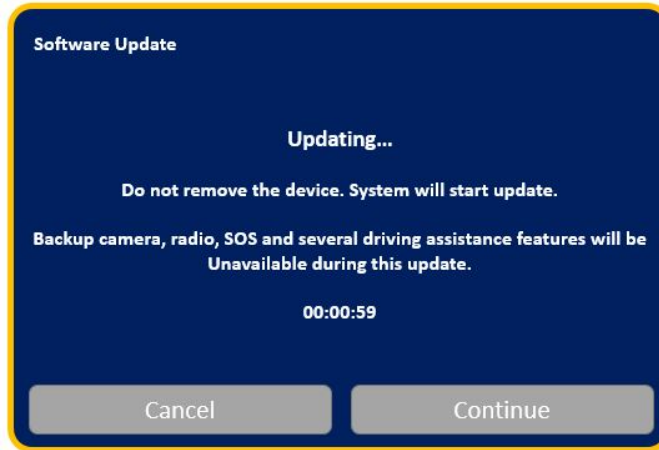


Fig. 6
Software Updating Screen

24. Select "Continue" [Fig. 7](#).



Fig. 7
Installing Update Screen

25. The update will take approximately 15-20 minutes [Fig. 8](#).

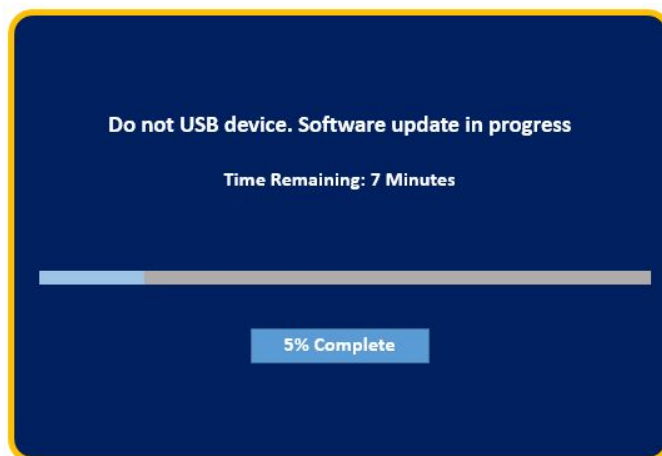


Fig. 8
Update In Progress Screen

26. The radio will reboot and you will observe the update screen after the splash screen once the update has been successful [Fig. 9](#).

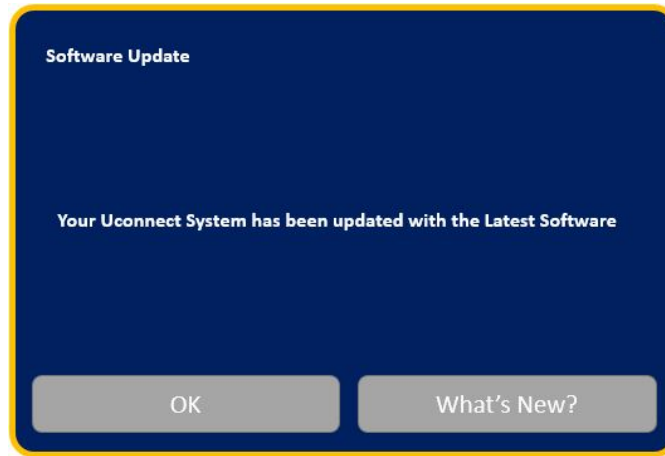


Fig. 9

Software Updated Screen

27. Select "What's New" to confirm the software has been updated to R255.45.06.
28. Remove the USB flash drive from the USB port.
29. Cycle the ignition 'Off' and allow vehicle to go to sleep for two minutes.
30. Clear all DTCs that may have been set.

POLICY:

Reimbursable within the provisions of the warranty.

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