| REFERENCE: | **TSB:** 08-252-23
GROUP: 08 - Electrical | **Date:** | November 22, 2023 | **REVISION:** | — |

VEHICLES AFFECTED:

2021 (DT) Ram 1500 Pickup
2021 (DJ) RAM 2500 Pickup
2021 (D2) RAM 3500 Pickup
2021 (DD) RAM 3500 Cab Chassis
2021 (DF) RAM 3500 10K Lb. Cab Chassis
2021 (DP) RAM 4500/5500 Cab Chassis
This bulletin applies to vehicles equipped with one of the following radios:

- Uconnect 5 NAV W 8.4" Display (Sales Codes UBL and UEL)
- Uconnect 5 NAV W 12.0" Display (Sales Codes UBQ and UEQ).

MARKET APPLICABILITY:

- ☒ NA
- ☐ SA
- ☐ EE
- ☐ MEA
- ☐ IAP
- ☐ CH

CUSTOMER SYMPTOM:

Customers may experience one or more of the following:

- Mobile Wi-Fi inoperative upon start up.
- Hotspot gives "No Internet" connection message on phone when trying to connect to a device.

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 LR34.31 to LR35.41.

NOTE: The National launch for this FOTA update campaign is expected to begin December 04, 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 the bulletin cellular modem in the radio.

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.**
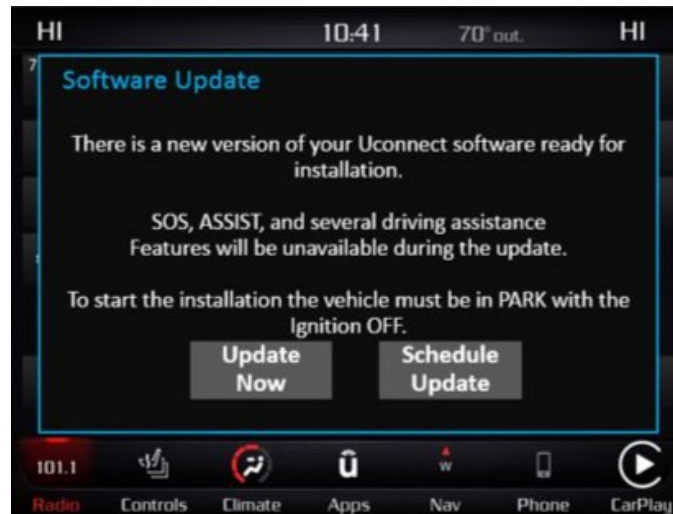

Fig. 1
Software Update

1. The vehicle transmission needs to be in the Park position and in ignition OFF.
2. Whether the customer selects "Update Now" or "Schedule Update" Fig. 2 and sets a time, they can shut off the vehicle and leave. The update will be completed automatically Fig. 3.

Fig. 2
Schedule Update

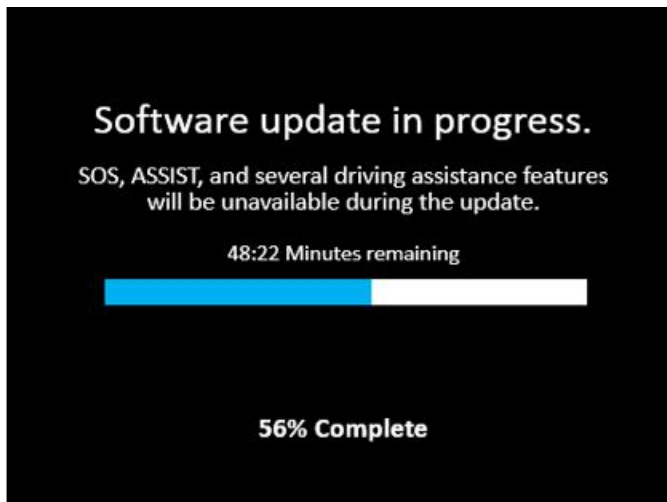NOTE: **This step may take several minutes to complete.**

Fig. 3
Software Progress Window

3. Upon completion of update, the radio will display a confirmation message Fig. 4.

Fig. 4
Software Confirmation

POLICY:
Information Only