

Technical Service Bulletin (TSB)
Radio Over The Air (FOTA) Update
from U31.42 to U35.36 Software Version

REFERENCE:	TSB: 08-242-24 GROUP: 08 - Electrical	Date:	November 20, 2024	REVISION:	—
VEHICLES AFFECTED:	2025 (DT) RAM 1500 Pickup This bulletin applies to vehicles built on or before October 31, 2024 (MDH 1031XX) equipped with a Global Telematics Box Modules (Sales Code RDG) and any of the following: <ul style="list-style-type: none"> • Uconnect 5 NAV W 8.4" Display (Sales Codes UBL and UEL). • Uconnect 5 NAV W 12.0" Display (Sales Codes UBQ and UEQ). • Uconnect 5 NAV W 14.4" Display (Sales Codes UBW and UEW). 			MARKET APPLICABILITY:	
				<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
CUSTOMER SYMPTOM:	The customer may experience one or more of the following: <ul style="list-style-type: none"> • When selecting the "Ride Height" setting for the air suspension in the radio there is no feedback on the radio screen to indicate the vehicle is actively lowering until it has reached the desired height. • The default "Ride Height" button setting does not have an information icon that describes its function. • Navigation widget blacks out after switching driver profiles. • Incorrect Smart Phone As A Key (SPAACK) key configuration, registration and detection. SPAACK devices that are not in range are showing as "Connected" and SPAACK devices that are in range are showing as "Suspended". In addition, the following software enhancement is available: <ul style="list-style-type: none"> • In Vehicle Advertising feature. 				
CAUSE:	Radio software				

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 U31.42 to U35.36.

NOTE: National launch for this FOTA update is expected to begin: December 04, 2024.

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 builtin 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.

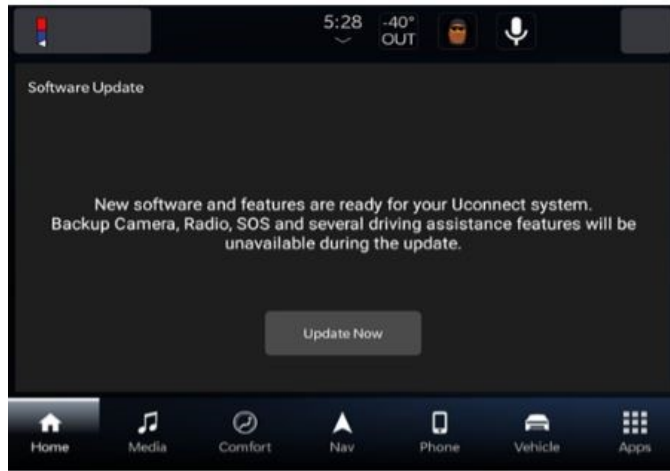


Fig. 1

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](#).

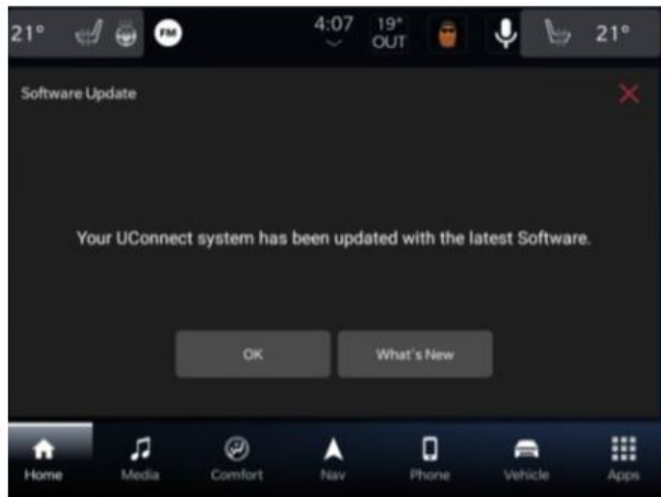


Fig. 2

Software Update Confirmation Screen

POLICY:

Information Only

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