

REFERENCE:	TSB: 08-121-25 GROUP: 08 - Electrical	Date:	April 16, 2025	REVISION:	—
VEHICLES AFFECTED:	2025 (DT) 1500 Pickup This bulletin applies to vehicles built on or after December 01, 2023 (MDH 1201XX) and on or before November 24, 2024 (MDH 1124XX) equipped with one of the following radios: <ul style="list-style-type: none"> • Uconnect 5 w 8.4" Display (USA) (Sales Codes UBE). • Uconnect 5 w 8.4" Display (ROW-DAB) (Sales Codes UPE). • Uconnect 5 w 8.4" Display (CAN) (Sales Code UEE). 			MARKET APPLICABILITY:	
				<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
CUSTOMER SYMPTOM:	The customer may describe one or more of the following: <ul style="list-style-type: none"> • Clock resets to default when vehicle is turned off. 				
CAUSE:	Radio software.				

REPAIR SUMMARY:

This bulletin involves updating the software via USB to R370.02.32.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-03-BE	Radio, Software - Create USB Jump Drive from Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-03-BF	Radio, 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 (DTC)s 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.

If the customer describes any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

NOTE: Updating the radio's software may cause the radio to reset back to factory default settings. The customer should be advised that they may need to reset the personal settings, theme, color, presets and favorites. Phones may need to be paired again.

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.

- Has a **4GB** USB flash drive been created?
 - YES >>> Proceed to [Step 7](#).
 - NO >>> Proceed to [Step 2](#).
- Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information>Dealer software downloads to download the files.
- If a security message appears "Do you want to view only the web page content that was delivered securely?" [Fig. 1](#) Press 'No' to continue.



Fig. 1
Pop-up Security Message

NOTE: When downloading the software file, always select the MAC version, regardless of the computer being used.

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.

- 4. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads Fig. 2.



Fig. 2
MAC Download Steps

- 5. To download the software files to a USB flash drive, follow the onscreen instructions and perform the following Fig. 3:
 - Blank USB flash drive needs to be formatted as FAT32.
 - Acquire a blank USB flash drive with at least 4GB of space.
 - Download the software update file to your local PC's desktop.
 - Be sure to extract the file before copying it to the blank USB flash drive.
 - One blank USB flash drive will be needed for each radio updated. Additional updates can not be made on the same USB flash drive.
 - Once the file is saved to the USB flash drive, it is recommended you physically label the USB flash drive with the bulletin number and proper radio Sales Codes.

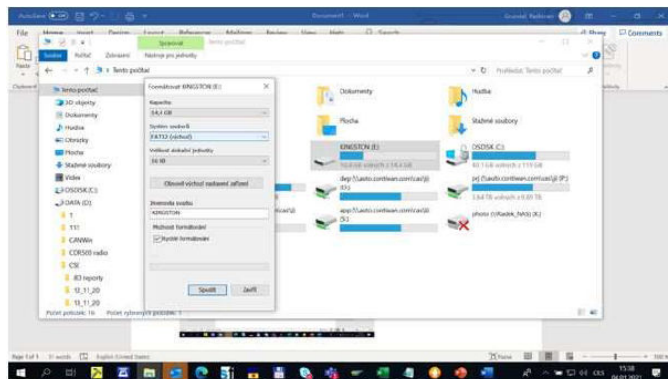


Fig. 3
USB Flash Drive Formatted

NOTE: For PHEV and MHEV vehicles and for vehicles with the keyless ignition systems turn the engine on and keep it on during the update process.

NOTE: There will be a variety of screens displayed throughout the update process, including black screens.

9. If you see during reflash on the screen any error message like “Error code 187, 255 or 260” there is a reading problem with USB stick. Just reinsert USB. If it repeats use another USB stick [Fig. 6](#).

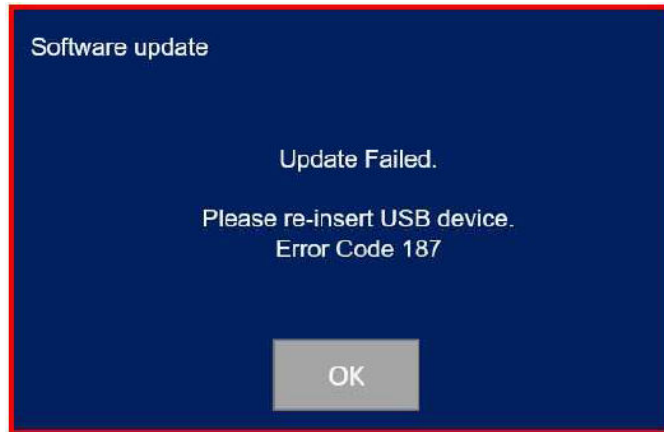


Fig. 6

Error Message Display

10. The update may take up to 30 minutes to load. No other actions will be needed to initiate the update.

NOTE: There will be a variety of screens displayed throughout the update process. A black screen will appear multiple times in the process for a few minutes [Fig. 7](#).

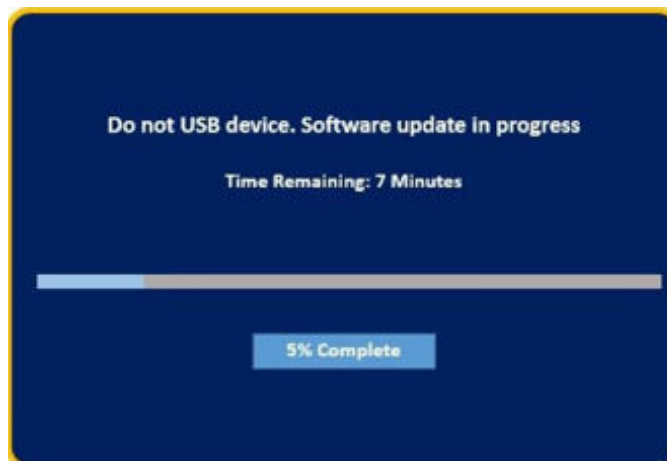


Fig. 7

Percentage Completion Screen

NOTE: DO NOT remove the USB at any point of the update process.

11. After the update is done the screen will display “Update successful” [Fig. 8](#).

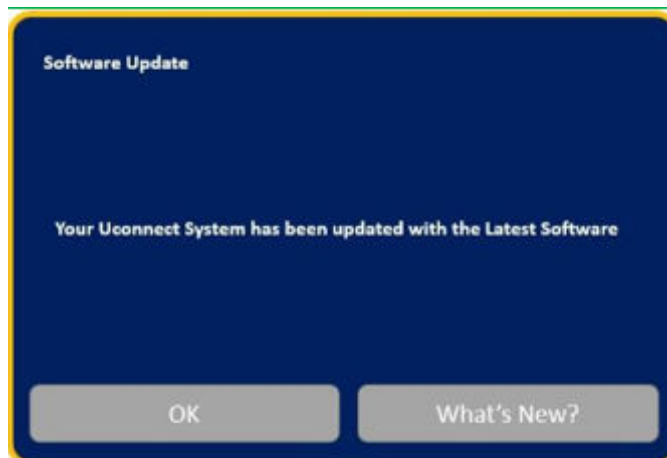


Fig. 8

Update Successful Screen

12. Press the soft key "OK" to start the update.
13. Remove the USB flash drive from the USB port.

POLICY:

Reimbursable within the provisions of the warranty.

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