

Technical Service Bulletin (TSB)
Lumbar Seat Inoperable

REFERENCE:	TSB: 08-123-25 GROUP: 08 - Electrical	Date:	April 25, 2025	REVISION:	—
VEHICLES AFFECTED:	2025 (DT) RAM 1500 Pickup This bulletin applies to vehicles built on or after March 15, 2024 (MDH 0315XX) and on or before October 24, 2025 (MDH 1024XX) equipped with one of the following radios: <ul style="list-style-type: none"> Uconnect 5 Nav W 12.0" (Sales Code UPQ). Uconnect 5 Nav W 14.4" (Sales Code UPW). 			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:	Customers may experience the following: <ul style="list-style-type: none"> All lumbar seat controls inoperable. 				
CAUSE:	Radio software				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-075, date of issue April 25, 2025. All applicable RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

REPAIR SUMMARY:

This bulletin involves updating the radio software level from 31.42 to U35.26.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-03-BH	Radio, Check Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-03-BJ	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.7 Hrs.
18-60-03-BG	Radio, Software - Create USB Jump Drive from Uconnect Website SW U35.26 (One Time Only)	6 - Electrical and Body Systems	0.3 Hrs.
Failure Code	RF	Required Flash	
	CC	Customer Concern	

The dealer must choose which failure code to use depending on if this is a Rapid Service Update (RSU) or Technical Service Bulletin.

- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RSU.
- The failure code “RF” (Required Flash) can no longer be used on Technical Service Bulletin flashes. The “RF” failure code must be used on an RSU.
- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Technical Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C’s must be supplied.

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.

If a customer’s VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits the DTCs, perform the repair.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

1. Is the vehicle on the RSU VIN list?
 - YES >>> Proceed to [Step 2](#).
 - NO >>> Proceed to this bulletin does not apply. Further diagnosis is needed.

2. Verify if the radio has the latest software already installed by using the radio touch screen and simultaneously place both thumbs on the corners of the touch screen and hold for approximately six seconds or until the “Dealer Mode” screen is displayed [Fig. 1](#).



Fig. 1
Finger Position On Touch Screen

3. Select “System Information”.
4. Select “Radio Part Information”.
5. Read “Application Version”.
6. Is the software version is at U35.26?
 - YES >>> This bulletin has been completed, use Inspect LOP (18-60-03-BH) to close the active RSU.
 - NO >>> Proceed to [Step 7](#).

NOTE: A USB flash drive of at least 4 GB of space is required for this update. It is also recommended to use a quality, name brand (Kingston®) flash drive over a generic USB flash drive.

7. Has a **4GB** USB flash drive been created?
 - YES>>> Proceed to [Step 16](#).
 - NO>>> Proceed to [Step 8](#).
8. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.
9. If a security message appears “Do you want to view only the web page content that was delivered securely?” [Fig. 2](#). Press “No” to continue.

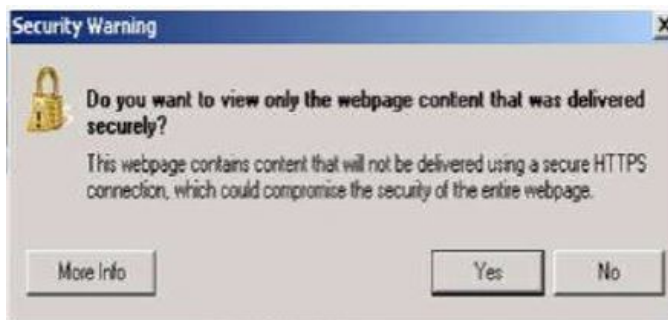


Fig. 2

Pop-Up Security Message

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.

10. Use a blank USB flash drive with at least **4GB** of space. Follow the on-screen instructions to download the software files.

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

11. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads [Fig. 3](#).

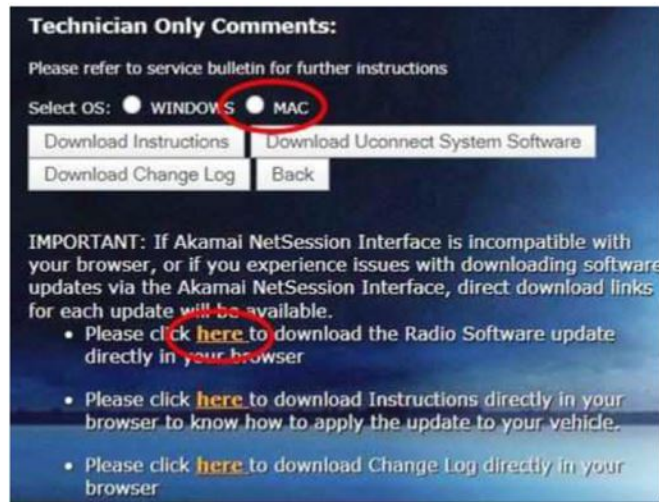


Fig. 3
MAC Radial Button

12. Download the radio software from DealerConnect to a blank USB flash drive. The USB flash drive should be at least **4GB** and formatted to **NTFS**.
13. There should only be one file on the USB root directory labeled as a ".zip" folder.
14. Do not unzip the folder/file and move all contents to the root directory of the USB.
15. Once the USB flash drive have been created, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Codes.
16. Start the vehicle and insert the correct USB flash drive with new software into the USB port.

CAUTION!

Make sure no other device is plugged into any of the USB ports while performing this software update. If other devices are connected to USB ports during this procedure, it may cause a failure of files to be loaded which can cause the radio to need replacement.

17. Once the system has verified there is an available update, press the “**Update Now**” button. Make sure the vehicle is in park. **Do NOT turn the ignition off until the two minute timer has expired. The ignition doesn't have to be turned off to update the radio's software Fig 4.**

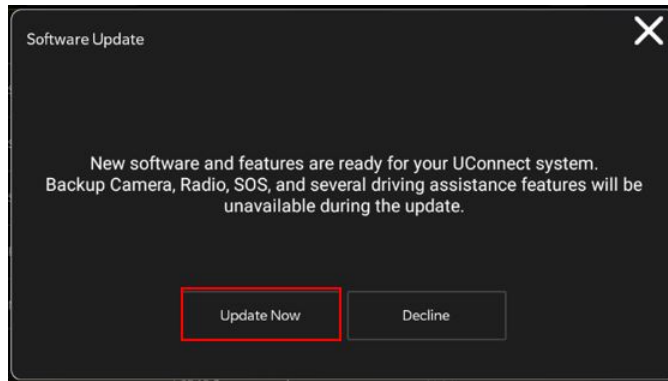


Fig. 4
Software Update

18. Press the “**Continue**” on the display screen Fig. 5.

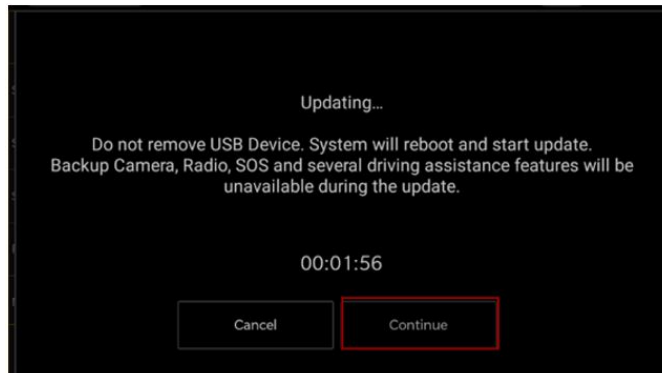


Fig. 5
Software Updating

19. The radio will reboot and the software update will begin. The software update should only take 30 minutes Fig. 6.

NOTE: DO NOT turn off the vehicle when the software update is completed and told to remove the USB flash drive.



Fig. 6
Update Successful

20. **DO NOT** turn off the ignition at this point. The software update is still in process. Wait until the radio restarts and the home screen is displayed. This should take around five minutes.

21. If the radio displays an error pop up “ SWITCH-INVALID_BINARY“ after successful radio update, ignore this error message and press “**OK**” to continue [Fig. 7](#).

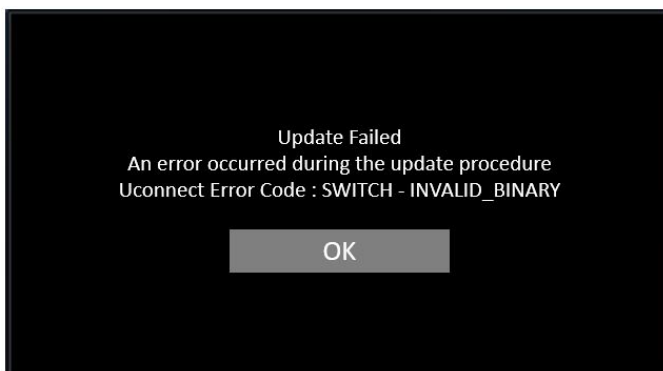


Fig. 7
Update Failed

22. Press “**OK**” to continue [Fig. 8](#).

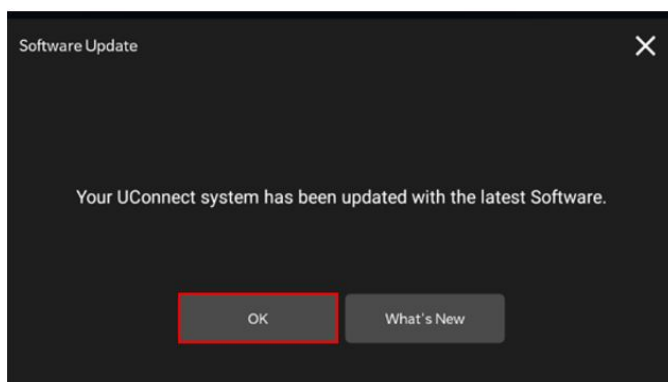


Fig. 8
Completed Update

23. Check if the radio software level has been updated. Go to “**Vehicle Settings**” then select “**System Information**” and look for “**Radio Version**”.

24. Was the radio updated to U35?

- YES >>> Proceed to [Step 25](#).
- NO >>> Perform the software update one more time. Proceed to [Step 16](#).

25. Select and run “**Perform Factory Reset**”. This can be found in the radio menu under Vehicle Settings > Reset > Perform Factory Reset.

26. Once the factory reset is completed, turn off the ignition, open and closed the drivers door and then let all modules go to sleep. Make sure the scan tool is **NOT** connected to the vehicle.

27. After all the modules have been in sleep mode for five minutes, turn the ignition back on.

28. Before clearing all DTCs, cycle the ignition OFF and back to RUN quickly (within two seconds).

29. Using the wiTECH, clear all DTCs that may have been set in any module due to reprogramming.

POLICY:

Reimbursable within the provisions of the warranty.

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