

Technical Service Bulletin (TSB)
Global Telematics Box Module (TBM)
Firmware Over The Air (FOTA) Update

REFERENCE:	TSB: 08-161-25 GROUP: 08 - Electrical	Date:	May 17, 2025	REVISION:	—
VEHICLES AFFECTED:	2025 (DT) RAM 1500 Pickup 2025 (D2) RAM 3500 Pickup 2025 (DD) RAM 3500 Cab Chassis 2025 (DF) RAM 3500 10K Lb. Cab Chassis 2025 (DJ) RAM 2500 Pickup 2025 (DP) RAM 4500/5500 Cab Chassis This bulletin applies to vehicles built on or before May 05, 2025 (MDH 0505XX) equipped with Global Telematics Box Module (TBM) (Sales Code RDG).			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"> Communication with phone app: setup as keys, wrong names, duplicates and add/delete not working properly. The following software enhancement is available: <ul style="list-style-type: none"> Optimization of VHR (Vehicle Health Report) & RDA (Remote Diagnostics Assistance). 				
CAUSE:	Software update				

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 TBM software will be updated from R5C.1 or R5E.1 or R5E.2 or R5F or R5F1 to R5N software level.

NOTE: National launch for this FOTA update is expected to begin: May 21, 2025.

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 built in 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 Technical Service Bulletin to inform the dealer how the FOTA update is performed. This document does not contain a LOP for reimbursement.

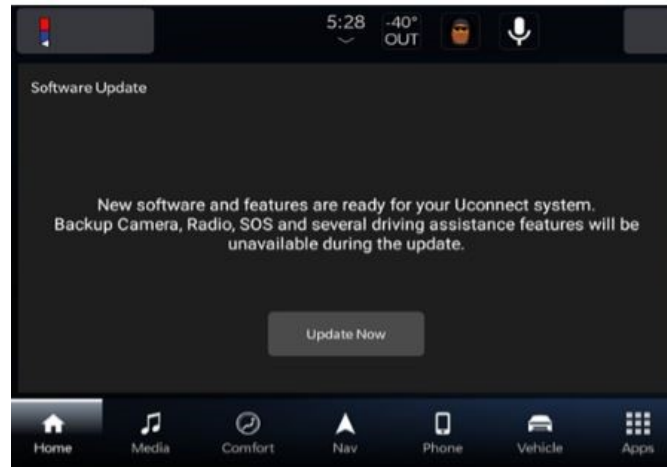


Fig. 1

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" [Fig.1](#) 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](#).

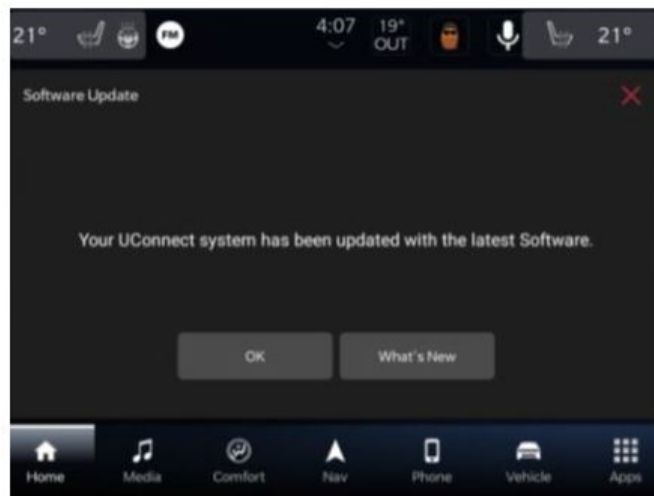


Fig. 2

Software Update Confirmation Screen

POLICY:

Information Only.

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