

Technical Service Bulletin (TSB)
Flash: Security Gateway Module (SGW) Update

REFERENCE:	TSB: 08-113-25 REV. B GROUP: 08 - Electrical	Date:	September 26, 2025	REVISION:	08-113-25 REV. A
VEHICLES AFFECTED:	2025 (DT) RAM 1500 Pickup			MARKET APPLICABILITY: <input checked="" type="checkbox"/> NA <input checked="" type="checkbox"/> **IAP** <input checked="" type="checkbox"/> **SA** <input type="checkbox"/> CH <input checked="" type="checkbox"/> **EE** <input checked="" type="checkbox"/> **MEA** NOTE: **This bulletin applies to the North and South America, Enlarged Europe, India & Asia Pacific, Middle East & Africa markets.**	
CUSTOMER SYMPTOM:	Customers may experience the following: <ul style="list-style-type: none"> • Wi-Fi cannot be setup. • SGW is not responding to diagnostics and showing offline. 				
CAUSE:	SGW software				

This bulletin supersedes Technical Service Bulletin (TSB) 08-113-25 REV. A, date of issue August 28, 2025, which should be removed from your files. All revisions are highlighted with asterisks and include converting the TSB to an RSU, added new markets, added new market note, updated Repair Summary, new LOPs, updated Claims Data Failure Code and statement, updated Diagnosis statement, additional Repair Procedure steps and a new Repair Procedure note.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-201, date of issue September 26, 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 ****inspecting and possibly**** updating the SGW with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-20-9T	Module, Security Gateway Module (SGW) - Inspect (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-20-9R	Module, Security Gateway Module (SGW) - Inspect and Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
Failure Code	**RF	Required Flash- RSU**	
	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.**

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	-	-

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 customers VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits any of the symptom listed above in the customer symptom section, perform the Repair Procedure.****

REPAIR PROCEDURE:

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.

1. ****Is this vehicle on the RSU VIN list?**
 - YES>>> Proceed to [Step 2](#).
 - NO>>> Proceed to [Step 3](#).
2. Does the DTCM have the latest software already installed?
 - YES >>> This bulletin has been completed. Use inspect LOP (18-19-20-9T) to close the active RSU.
 - NO >>> Proceed to [Step 3](#).******
3. Reprogram the SGW with the latest available software. If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The helpdesk can be found within the Help menu.
4. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

NOTE: **After applying this TSB, it is not necessary to send DID-I or DID-A.**

POLICY:

Reimbursable within the provisions of the warranty.

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