

Technical Service Bulletin (TSB)
Global Telematics Box Module (TBM) Firmware Over The Air (FOTA) Update From R5N to R5T Software Level

REFERENCE:	TSB: 08-339-25 GROUP: 08 - Electrical	Date:	October 9, 2025	REVISION:	—
VEHICLES AFFECTED:	2025 - 2026 (DT) RAM 1500 Pickup This bulletin applies to vehicles 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 NOTE: This bulletin applies to the North America market.	
CUSTOMER SYMPTOM:	The customer may comment on the following: <ul style="list-style-type: none"> Radio screen displays "Uconnect Box Error" with the message "Uconnect Box requires service. Please visit an authorized dealer" Fig. 1. Rear View Camera (RVC) functions normally. 				
CAUSE:	Issue With Antenna Startup Time				

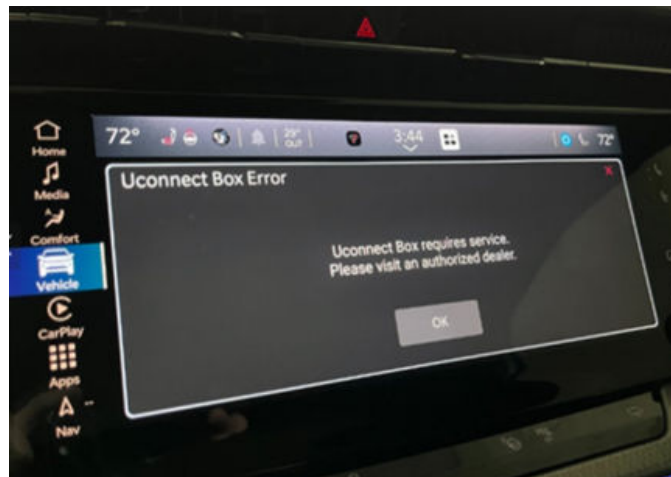


Fig. 1
Uconnect Error Message

REPAIR SUMMARY:

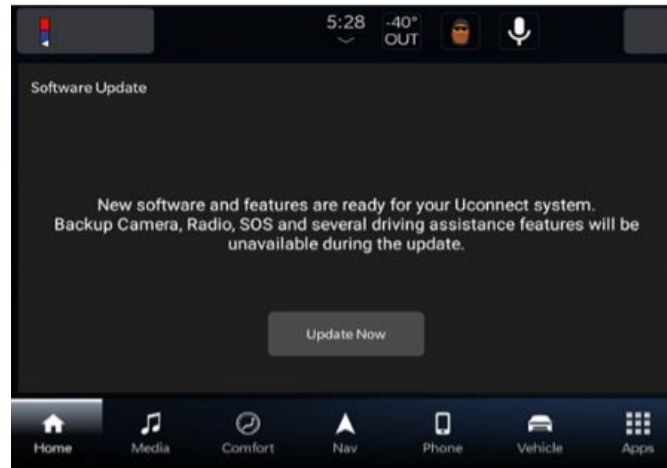
This bulletin provides information regarding the latest Firmware Over The Air (FOTA) update and provides the service technician an overview of the steps a customer will need to take to complete the update. The TBM software will be updated from R5N to R5T software level.

NOTE: National launch for this FOTA update is expected to begin: September 09, 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. 2](#). 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.

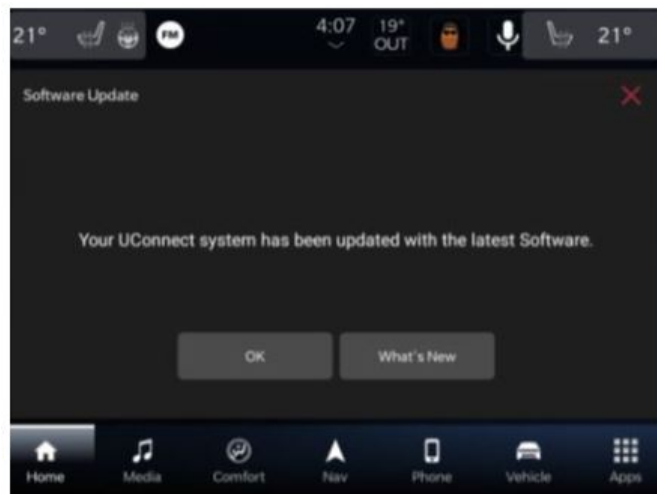
**Fig. 2**

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. 3](#) 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. 3](#).

**Fig. 3**

Software Update Confirmation Screen

POLICY:

Information Only.

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.