

Technical Service Bulletin (TSB)
Security Gateway Module (SGW)
Firmware Over The Air (FOTA) Update

REFERENCE:	TSB: 08-379-25 GROUP: 08 - Electrical	Date:	November 21, 2025	REVISION:	—
VEHICLES AFFECTED:	2025 (DT) RAM 1500 Pickup			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:	Customers may experience the following: <ul style="list-style-type: none"> • Wifi cannot be setup. 				
CAUSE:	SGW software				

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 25-238, date of issue November 21, 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 to the latest software level in the case that the FOTA did not function.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-17-Z1	Inspect Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-17-Z2	Inspect and Reprogram Module (0 - Introduction)	6 - Electrical and Body Systems	0.1 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.

IMPORTANT! This bulletin is part of a multiple module bundle service action, utilizing a new LOP claim structure. The Primary LOP can only be claimed once per Repair Order. Each bulletin Related LOP will then be able to be claimed for performing each module update.

RELATED LOP:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-17-56	Reprogram Security Gateway Module (SGW) (0 - Introduction)	6 - Electrical and Body Systems	0.1 Hrs.

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 customer's 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:

1. Is the vehicle on the RSU VIN list?
 - YES >>> Proceed to [Step 2](#).
 - NO >>> Proceed to [Step 3](#).
2. Is the SGW software updated to the latest level?
 - YES >>> This bulletin is complete. Use Inspect LOP (18-19-17-Z1) to close this active RSU.
 - NO >>> Proceed to [Step 3](#).
3. Reprogram the SGW with the latest 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.

POLICY:

Reimbursable within the provisions of the warranty.

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