

Technical Service Bulletin (TSB)
Telematics Box Module (TBM) Firmware Over The Air (FOTA) Software Updating from 5.39 to 5.65

| | | | | | |
|---------------------------|---|------------------------------|-------------------|---|--|
| REFERENCE: | TSB: 08-383-25 GROUP: 08 - Electrical | Date: | November 22, 2025 | REVISION: | — |
| VEHICLES AFFECTED: | 2023 (D2) RAM 3500 Pickup 2023 (DD) RAM 3500 Cab Chassis 2023 (DJ) RAM 2500 Pickup 2023 (DP) RAM 4500/5500 Cab Chassis This bulletin applies to vehicles equipped with Global Telematics Box Module (Sales Code RDG). | MARKET APPLICABILITY: | | <input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA <input checked="" type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH | NOTE: This bulletin applies to the North and South America markets. |
| CUSTOMER SYMPTOM: | Customers may experience the following: <ul style="list-style-type: none"> No connectivity. | | | | |
| CAUSE: | TBM Software | | | | |

REPAIR SUMMARY:

This bulletin involves flashing the TBM 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-F5-95 | Module, Global Telematics Box (TBM) - Reprogram (0 - Introduction) | 6 - Electrical and Body Systems | 3.4 Hrs. |
| Failure Codes | CC | Customer Concern | |

The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM identified in the Technical Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

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 the customer describes any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

| Description | Ref. No. | Notes |
|----------------------|----------|-------|
| wiTECH or Equivalent | – | – |

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. Reprogram the TBM 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.
2. 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: For SA market only, 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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