STELLANTIS
PARTS & SERVICES

# Technical Service Bulletin (TSB)

## R1H U43.17 Software Update - FOTA

| REFERENCE: | **TSB:** 08-372-26<br>**GROUP:** 08 - Electrical | **Date:** | October 9, 2026 | **REVISION:** | — |
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**VEHICLES AFFECTED:**

**2026 - 2027 (DT) RAM 1500 Pickup**
**This bulletin applies to vehicles built on or before August 15, 2026 (MDH 0815XX) equipped with one of the following:**

- Uconnect 5 Nav W 8.4" Display (Sales Codes UBE).
- Uconnect 5 Nav W 12.0" Display (Sales Codes UBQ, UEQ UPQ, and UFQ).
- Uconnect 5 Nav W 14.4" Display (Sales Codes UBW, UEW, UPW and UFW).

**MARKET APPLICABILITY:**

- ☒ NA
- ☐ MEA
- ☒ SA
- ☐ IAP
- ☐ EE
- ☐ CH

**NOTE: This bulletin applies to the North and South America markets.**

**CUSTOMER SYMPTOM:**

**Customers may experience one or more of the following:**

- Screen Freeze or Radio Reset.
- Projection will not reconnect.
- Audio or music skipping and/or cutting out during playback.
- Apple CarPlay®/Android Auto® improvements: fixes for disconnections, freezes, screen distortion, and pairing issues.
- "Service Air Suspension System" message displayed when the Up or Down button becomes stuck.
- Trailer Surround Camera dimensions not retained after an ignition cycle.
- Distorted radio startup animation.
- Home screen media widget does not display the artist name.
- Turn signal blind spot view does not turn off after the turn is completed.
- Vehicle Settings page becomes frozen and unresponsive to touch input.
- "AUTO" Drive Mode takes several seconds to update after the mode is changed.
- Screen display size changes from normal to small without user input.
- Radio text displays in English when Portuguese is selected.
- Screen flickers, resets, or goes blank while driving.
- Steering wheel volume adjustment causes screen distortion.
- Surround Camera View guidelines remain visible when the setting is turned off in the radio.
- User is able to add a device to the head unit while the vehicle is in motion.
- Radio Bluetooth is unable to discover a phone even when the phone is directly in front of the radio.
- App screen turns completely black while driving.
- Phantom chimes occur without any warning messages or notifications.
- Left-side blind spot turn signal camera has a longer activation delay than the right-side camera.
- Radio switches to Android Auto® unexpectedly and displays a black screen.
- Phone cannot be reconnected to Bluetooth after being deleted.
- Glovebox and Apps text overlap on the MyCar or Performance Pages screen when the glovebox button is pressed.

**In addition, the following software enhancement is included:**

- Remove Virtual Wall option from the Vehicle Settings menu.

**CAUSE:**

**Software issue**

## 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 radio software will be updated to U43.17.

**NOTE: NATIONAL launch date for this FOTA is expected to begin: October 16, 2026.**

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

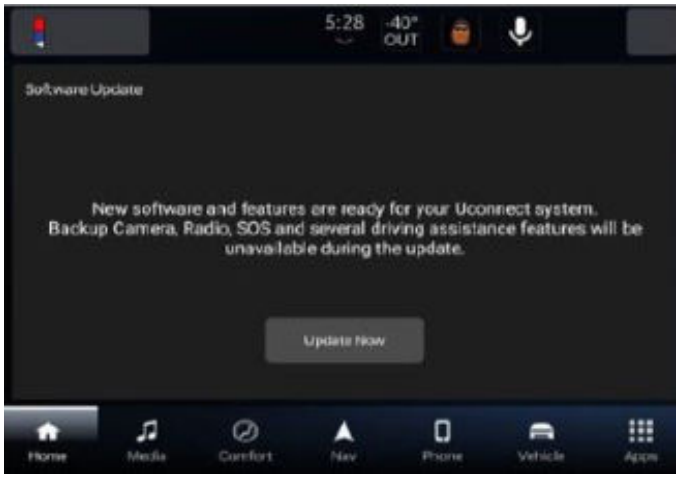



**Fig. 1**
Software Acceptance Screen

- The vehicle needs to be in ‘Park’. The ignition needs to be in the off position.
- If the customer selects “Update Now” they can shut off the vehicle and leave. The update will be completed automatically.

  **NOTE: This step may take several minutes to complete.**

- Upon completion of update, the radio will display a confirmation message Fig. 2.

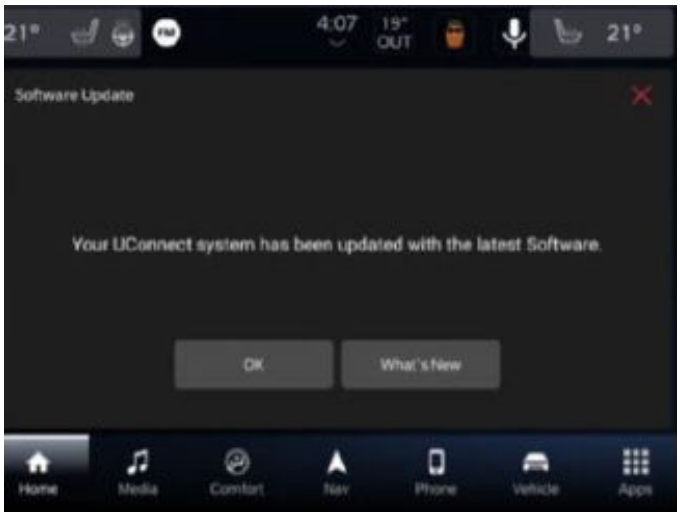



**Fig. 2**
Software Update Confirmation Screen

**NOTE: For SA market only, after applying this TSB, it is not necessary to send DID-I or DID-A.**

## POLICY:

Information Only

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