STELLANTIS
PARTS & SERVICES

Technical Service Bulletin (TSB)

Telematics Box Module (TBM) Over The Air Software Update to 5.39.1

REFERENCE:	**TSB:** 08-151-23 REV. A **GROUP** 08 - Electrical	**Date:**	July 18, 2023	**REVISION:**	**08-151-23**
VEHICLES AFFECTED:	**2023 (DT) RAM 1500 Pickup** **2023 (DS) RAM 1500 Pickup** **This bulletin applies to (DT) vehicles built on and before June 27, 2023 (MDH 0627XX) and (DS) vehicles built on and before June 05, 2023 (MDH 0605XX) equipped with a Global Telematics Box Module (Sales Code RDG).**			**MARKET APPLICABILITY:** ☒NA ☐MEA ☐SA ☐IAP ☐EE ☐CH	
CUSTOMER SYMPTOM:	**Customers may experience one or more of the following:** • Uconnect Box Message at startup. • Uconnect Box Error or Requires Service Message. • Connectivity: Diagnostic Trouble Codes (DTCs) for Electronic Control Modules (ECUs) won't be shown to customer through the Vehicle Health alert (Mobile app or email).				
CAUSE:	**TBM software.**				

This bulletin supersedes Technical Service Bulletin (TSB) 08-151-23, date of issue June 21, 2023, which should be removed from your files. All revisions are highlighted with **asterisks and include an updated software level and national launch date.**

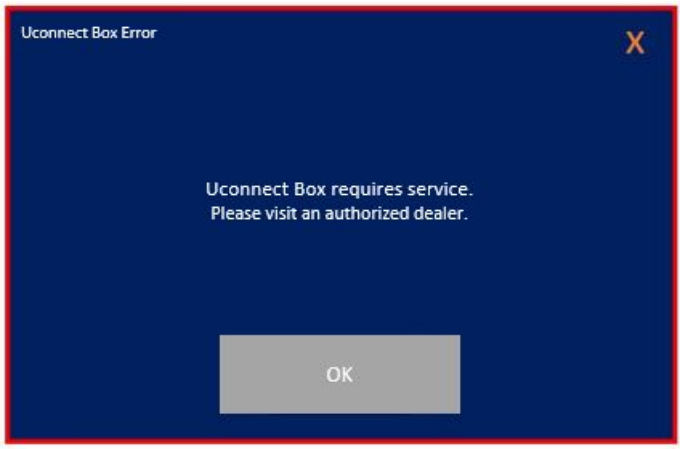


Fig. 1
Uconnect Box Error Message

Message display on the radio screen, "Uconnect Box requires service. Please visit an authorized dealer." (Fig. 1) , with no active or stored DTCs set by the TBM.

NOTE: "Uconnect Box requires service." message can be triggered by different reasons. For an issue on a new vehicle recently switched to customer mode, please follow the New Vehicle Preparation procedure to resolve the issue. For the customer vehicle with intermittent concerns, please check the TBM, antenna and instrument panel harness connections to fix related DTC issues.

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 **5.13 and** 5.25 to 5.39.1.

NOTE: The national launch for the FOTA is expected to begin **July 14, 2023.**

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 TBM (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.

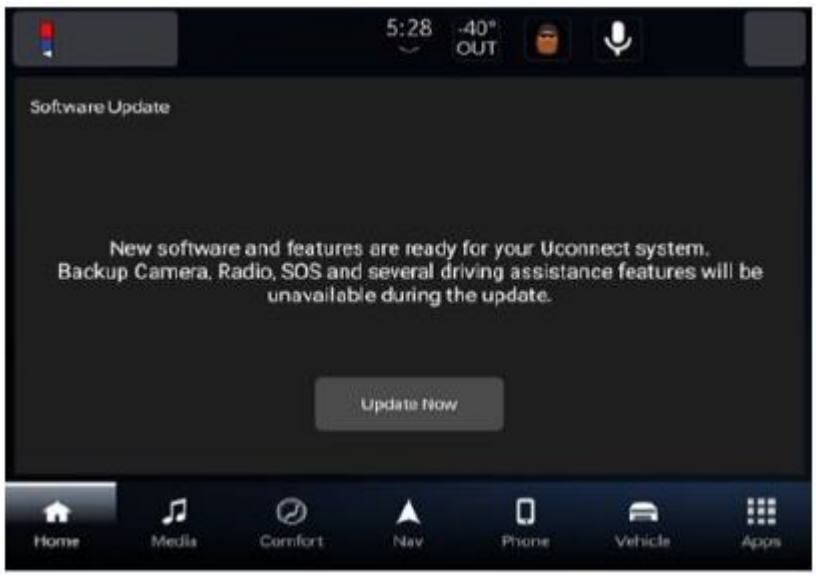


Fig. 2
Software Acceptance Screen

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. 2) 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

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Information Only

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