STELLANTIS
PARTS & SERVICES

Technical Service Bulletin (TSB)

Radio Over The Air Update from T25.48, T25.50 and T25.51 to T27.46 Software Version

REFERENCE:	**TSB:** 08-050-24 REV. A **GROUP:** 08 - Electrical	**Date:**	April 10, 2024	**REVISION:**	08-050-24

VEHICLES AFFECTED:

2022 - 2023 (DT) Ram 1500 Pickup
2022 - 2023 (DJ) RAM 2500 Pickup
2022 - 2023 (D2) RAM 3500 Pickup
2022 - 2023 (DD) RAM 3500 Cab Chassis
2022 - 2023 (DF) RAM 3500 10K Lb. Cab Chassis
2022 - 2023 (DP) RAM 4500/5500 Cab Chassis
This bulletin applies to vehicles equipped with a Global Telematics Box Module (TBM) (Sales Code RDG) and one of the following:

- **Uconnect 5 NAV W 8.4" Display (Sales Codes UBL and UEL).**
- **Uconnect 5 NAV W 12.0" Display (Sales Codes UBQ and UEQ).**

MARKET APPLICABILITY:

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

CUSTOMER SYMPTOM:

Customer may experience one or more of the following:

- Uconnect phone disconnecting.
- Android Audio™/ Car Play stability improvements (crash / freeze condition).
- Navigation unit voiced incorrect.
- Accessibility setting menu display is empty.
- Missing radio stations – SXM®.
- Advanced Driver Assistance System (ADAS) settings are missing.
- Audio source switched when selecting regions.
- Voice Recognition (VR) stuck in listening mode.
- USB audio source missing.
- Theme background color glitch when moving from shortcut to app.
- Touch screen inoperative.
- Audio inoperative.
- Headlight delay setting missing.
- Speed sign unit missing.
- Text misaligned or overlapped.
- Radio resets.
- Audio pop at ignition ON.
- Incorrect graphic / text / warning displayed.
- No exit button "X" on FamCam.
- No SOS call connectivity.
- Body Control Module (BCM) is unable to enter into Logistics mode.
- Dynamic Rearview Camera (RVC) gridline is missing **(RVC functions normally)**.
- Zoom lagging on RVC **(RVC functions normally)**.
- Connected phones missing.
- USB hub inoperative.
- Clear Personal Data menu option inoperative.
- Unable to mute audio.
- Options disappearing from Menu bar.
- Audio repetition can't be turned off.
- Missing ambient lighting menu option.

	• Missing information on the Offroad/Performance pages. • Phantom movement of app. • Radio android resets. • VR exhibits slow response. • Wrong speed sign displayed. • Schedule HVAC inoperative. • Incorrect music art displayed. • Traffic alert setting missing. • RVC blue screen - only for Parkview Rear Back-Up Camera equipped vehicles (covered with 97A Recall already). **(RVC functions normally)**.
CAUSE:	**Various software issues due to the current software version of the radio.**

This bulletin supersedes Technical Service Bulletin (TSB) 08-050-24, date of issue February 22, 2024, which should be removed from your files. All revisions are highlighted with **asterisks and include an updated Discussion section.**

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 from T25.48, T25.50 and T25.51 to T27.46.

NOTE: The National campaign for this FOTA update is estimated to be launched on March 27, 2024.

DISCUSSION:

The FOTA Campaign has been put on hold until further notice.

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.