STELLANTIS
PARTS & SERVICES

Technical Service Bulletin (TSB)

Telematics Box Module (TBM) Backup Battery Replacement When DTC B1E21 Is Present

REFERENCE:	**TSB:** 08-394-25 REV. A **GROUP:** 08 - Electrical	**Date:**	December 12, 2025	**REVISION:**	08-394-25

VEHICLES AFFECTED:

****2019** - 2026 (GA) Alfa Romeo Guilia**
2026 (EJ) Jeep Recon
2022 - 2026 (WL) Jeep Grand Cherokee / Grand Cherokee L
2022 - 2026 (JL) Jeep Wrangler
2022 - 2026 (JT) Jeep Gladiator
2022 - 2026 (D2) RAM 3500 Pickup
2022 - 2026 (WS) Wagoneer / Grand Wagoneer
2022 - 2026 (DT) RAM 1500 Pickup
2022 - 2026 (RU) Chrysler Pacifica
2022 - 2026 (DP) RAM 4500 / 5500 Cab Chassis
2022 - 2026 (DS) RAM 1500 Pickup
2023 - 2026 (DD) RAM 3500 Cab Chassis
2022 - 2026 (DJ) RAM 2500 Pickup
2022 - 2026 (MP) Jeep Compass
2023 - 2026 (VF) RAM Promaster
2022 - 2026 (WD) Dodge Durango
2024 - 2026 (GC) Alfa Romeo Tonale
2023 - 2026 (GG) Dodge Hornet
2019 - 2026 (GU) Alfa Romeo Stelvio
2023 - 2023 (LA) Dodge Challenger
2023 - 2023 (LD) Dodge Charger
2024 - 2026 (LB) Dodge Charger
2024 - 2026 (KM) Jeep Wagoneer S
2022 - 2023 (VM) RAM ProMaster City
2019 - 2025 (BV) Jeep Renegade
This bulletin applies to vehicles equipped with a Global Telematics Box Module (Sales Code RDG).

MARKET APPLICABILITY:

- [x] NA
- [ ] MEA
- [ ] SA
- [ ] IAP
- [ ] EE
- [ ] CH

NOTE: This bulletin applies to the North America markets.

CUSTOMER SYMPTOM:

Technicians may experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle may exhibit/set the following Diagnostic Trouble Code (DTC):

- B1E21-96 - Backup Battery Component Internal Failure.

CAUSE:

Backup battery failure

This bulletin supersedes Technical Service Bulletin (TSB) 08-394-25, date of issue December 05, 2025, which should be removed from your files. All revisions are highlighted with **asterisks and include a corrected model year.**

DISCUSSION:

This bulletin is to inform service technicians on how to address the pop-up message displayed in the radio: **"Battery of Uconnect Box requires service. SOS call and related functions may be unavailable. Please visit an authorized dealer."** which is due to DTC B1E21-96.

If this DTC is present for the TBM refer to the detailed diagnostic procedures available in DealerCONNECT > Service Library diagnostic instructions at the Service Library.

NOTE: The TBM should not be replaced if DTC B1E21-96 is present.

POLICY:

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