STELLANTIS
PARTS & SERVICES

Technical Service Bulletin (TSB)

Radio T25.48 or T25.47 USB Software Update

REFERENCE:	**TSB:**08-052-23 REV. B **GROUP:**08 - Electrical	**Date:**	October 7, 2023	**REVISION:**	08-052-23 REV. A
VEHICLES AFFECTED:	2023 (DT) RAM 1500 Pickup This bulletin applies to vehicles equipped with one of the following radios: • Uconnect 5 NAV W 12" Display (Sales Codes UPQ, UFQ, UBQ or UEQ) • Uconnect 5 Nav W 8.4" Display (Sales Codes UFL, UPL, UBL or UEL)			**MARKET APPLICABILITY:** ☒ NA ☒ MEA ☒ SA ☒ IAP ☒ EE ☐ CH	
CUSTOMER SYMPTOM:	The customer may describe one or more of the following: • Voice Recognition (VR) session does not open with wake-up word or steering wheel button. • SXM® 360L does not work without Wi-Fi connection. • USB and/or wireless connectivity media playback issues.				
CAUSE:	Radio software				

This bulletin supersedes Service Bulletin 08-052-23 REV. A, dated September 30, 2023, which should be removed from your files. This is a complete revision and no asterisks have been used to highlight revisions.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-043, date of issue February 15, 2023. All applicable RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RSU will expire 18 months after the date of issue.

REPAIR SUMMARY:

This bulletin involves inspecting the software level and updating the software to:

- T25.47 - UPL or UPQ.
- T25.48 - UBL, UEL, UFL, UBQ, UEQ or UFQ.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-03-A9	Radio, Inspect Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-03-AA	Radio, Inspect Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
18-60-03-AB	Radio, Software - Create USB Jump Drive from Uconnect Website **(One Time Only)** T25.47 Software - UPL or UPQ (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-03-AC	Radio, Software - Create USB Jump Drive from Uconnect Website **(One Time Only)**	6 - Electrical and Body Systems	0.2 Hrs.

Labor Operation No:	Labor Description	Skill Category	Labor Time
	T25.48 Software - UBL, UEL, UFL, UBQ, UEQ or UFQ (0 - Introduction)		
Failure code	RF	Required Flash	
	CC	Customer Concern	

The dealer must choose which failure code to use depending on if this is a Rapid Service Update (RSU) or Technical Service Bulletin.

- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RSU.
- The failure code “RF” (Required Flash) can no longer be used on Technical Service Bulletin flashes. **The “RF” failure code must be used on an RSU.**
- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Technical Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C’s must be supplied.

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's VIN is listed in VIP or your RSU VIN list, perform the repair. **This bulletin is only for the vehicles on the RSU VIN list.**

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. Check if the radio software has been updated. Go to “Vehicle Settings” then select “ System Information” and look for “Radio Version”.
2. Is the radio software at or above what is listed below?
   - T25.47 - UPL or UPQ.
   - T25.48 - UBL, UEL, UFL, UBQ, UEQ or UFQ.
   - YES >>> This bulletin has been completed. Use inspection LOP (18-60-03-A9) to close the active RSU.
   - NO >>> Proceed to Step 3.
3. Has a **4GB** USB flash drive been created?
   - YES >>> Proceed to Step 11.
   - NO >>> Proceed to Step 4.
4. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information>Dealer software downloads to download the files.
5. Use a blank USB flash drive with at least **4GB** of space. Follow the on-screen instructions to download the software files.

NOTE: When downloading the software file, always select the MAC version, regardless of the computer being used.

6. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads Fig. 1.

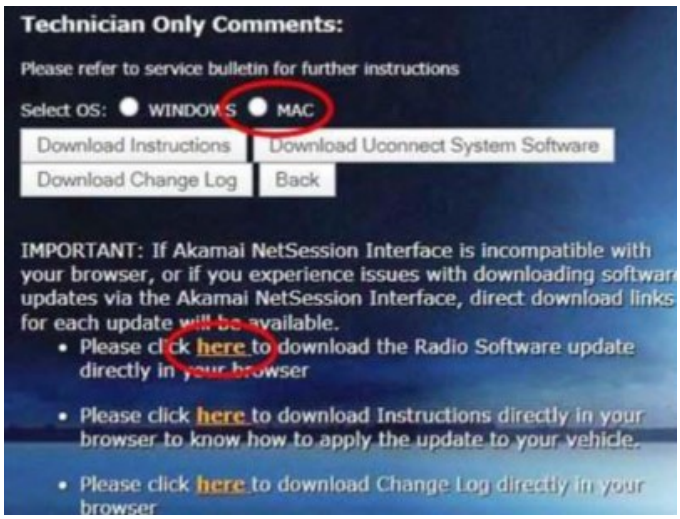


Fig. 1
MAC Download Steps
Figure 1: MAC Download Steps

7. Download the radio SW from DealerConnect to a blank USB flash drive. The USB flash drive should be at least **4GB** and formatted to **FAT32**.
8. **Do not unzip** the folder/file and move all contents to the root directory of the USB.
9. There should only be one file on the USB root directory labeled as a zip folder.
10. Once the USB flash drive have been created, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Codes.
11. Start the vehicle and insert the correct USB flash drive with new software into the USB port.

CAUTION!!
Make sure no other device is plugged into any of the USB ports while performing the reprogramming. If other devices are connected to USB ports during re-programming, it may cause failure of files to be loaded which may cause the radio to need replacement.

12. Once the system has verified there is an available update, press the "Update Now" button. Make sure the vehicle is in park. **Do NOT turn the ignition off until the two minute timer has expired. The ignition doesn't have to be turned off to update the radio's software** Fig. 2.

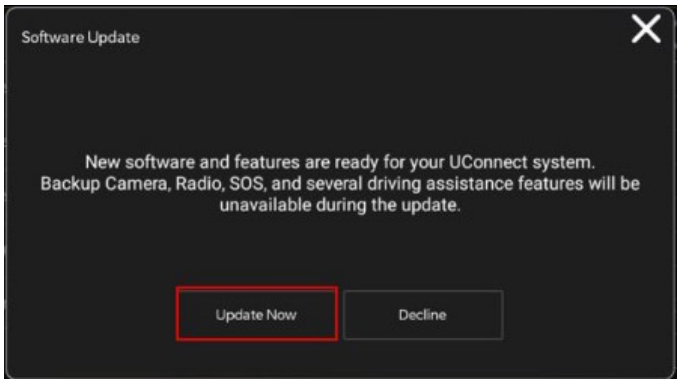


Fig. 2
Software Update Is Available
Figure 1: Software Update Is Available

13. Press the "Continue" on the display screen Fig. 3.

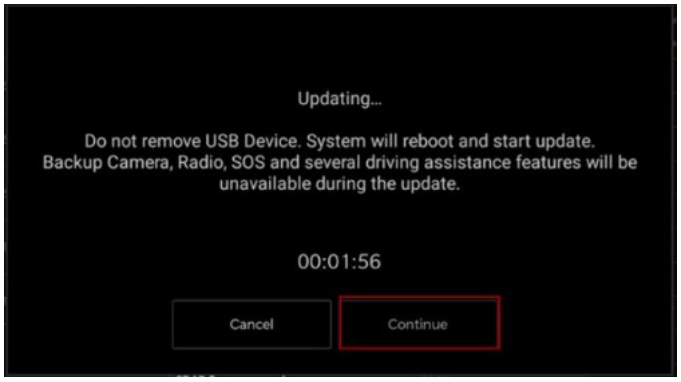


Fig. 3
Continue Display Screen
Figure 1: Continue Display Screen

14. The radio will reboot and the update will begin. The update should only take 30 minutes Fig. 4.

NOTE: Do NOT turn off the vehicle when the software update is completed and directed to remove the USB flash drive.



Fig. 4
Software Update Completed
Figure 1: Software Update Completed

15. **Do Not** turn off the ignition at this point. The update is still in process, wait until the radio restarts and the home screen is displayed. This should take around five minutes
16. Sometimes the radio will display an error pop up " SWITCH - INVALID_BINARY" after successful radio update. Please ignore this error message and press "OK" to continue Fig. 5.

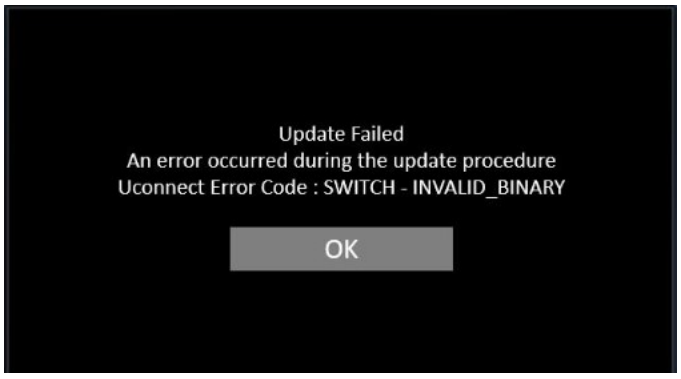


Fig. 5
Error Message
Figure 1: Error Message

17. Press "OK" to continue Fig. 6.

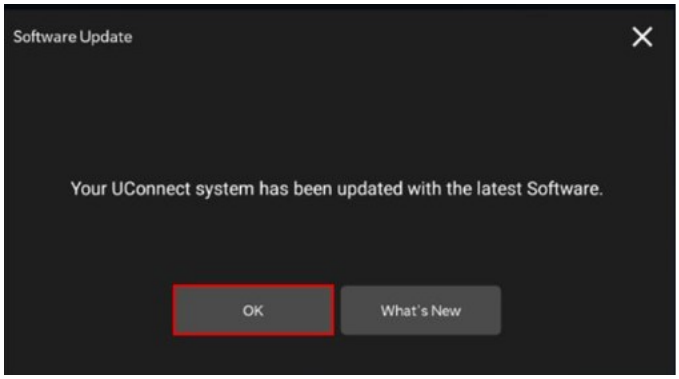


Fig. 6
Radio Software Has Been Updated
Figure 1: Radio Software Has Been Updated

18. Check if the radio software has been updated. Go to “Vehicle Settings” then select “ System Information” and look for “Radio Version”.
19. Was the radio updated to?
    - T25.47 - UPL or UPQ.
    - T25.48 - UBL, UEL, UFL, UBQ, UEQ or UFQ.
    - YES>>> Proceed to Step 20.
    - NO>>> Perform the update one more time. Proceed to Step 12.
20. Perform a Factory Reset. This can be found in the radio under Vehicle Setting > Reset >Perform Factory Reset.
21. Once the reset is completed turn off the ignition open and closed the drivers door and let all modules go to sleep. Make sure the scan tool is not connected at this point.
22. After all the modules have been a sleep mode for five minutes, turn the ignition back on.
23. Before clearing all DTCs, cycle the ignition Off and back to “Run” quickly (within two seconds).
24. Using wiTECH, clear all DTCs that may have been set in any module due to reprogramming.

POLICY:
Reimbursable within the provisions of the warranty.

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