STELLANTIS
PARTS & SERVICES

Technical Service Bulletin (TSB)

Telematics Box Module (TBM) Software Updating from 5.39 to 5.65

REFERENCE:	**TSB:** 08-381-25 REV. A **GROUP:** 08 - Electrical	**Date:**	December 10, 2025	**REVISION:**	08-381-25
VEHICLES AFFECTED:	**2023 (DT) RAM 1500 Pickup** **This bulletin applies to vehicles equipped with Global Telematics Box Module (Sales Code RDG).**			**MARKET APPLICABILITY:** ☒ NA ☐ MEA ☒ SA ☐ IAP ☐ EE ☐ CH **NOTE: This bulletin applies to the North and South America markets.**	
CUSTOMER SYMPTOM:	****Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set the following Diagnostic Trouble Code (DTC):** • B2206-00 - Current VIN Missing / Mismatch.** **Customers may experience the following:** • **SOS Unavailable message pops up on radio during a remote start event due to TBM DTC B2206-00.**				
CAUSE:	**TBM Software**				

This bulletin supersedes Technical Service Bulletin (TSB) 08-381-25, date of issue November 22, 2025, which should be removed from your files. All revisions are highlighted with **asterisks and include a new DTC and an updated Customer Symptom. Revisions not highlighted with asterisks and include an updated title.**

REPAIR SUMMARY:

This bulletin involves updating the TBM to the latest software level in the case that the FOTA did not function.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-F5-94	Module, Global Telematics Box (TBM) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	2.9 Hrs.
Failure Codes	CC	Customer Concern	

The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM identified in the Technical Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

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 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 describes any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

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. Reprogram the TBM with the latest software. If issues arise when flashing a module using the wiTECH Diagnostic Application, please submit a ticket to the Helpdesk. The helpdesk can be found within the Help menu.
2. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

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

POLICY:

Reimbursable within the provisions of the warranty.

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