STELLANTIS
PARTS & SERVICES

Technical Service Bulletin (TSB)

Radio Over The Air Update to T27.46 Software Version

REFERENCE:	**TSB:** 08-173-24 **GROUP:** 08 - Electrical	**Date:**	July 31, 2024	**REVISION:**	–

VEHICLES AFFECTED:

2022 - 2023 (VF) RAM Promaster
2022 - 2023 (D2) RAM 3500 Pickup
2022 - 2023 (DD) RAM 3500 Cab Chassis
2022 - 2023 (DF) RAM 3500 10k Lb. Cab Chassis
2022 - 2023 (DJ) RAM 2500 Pickup
2022 - 2023 (DP) RAM 4500/5500 Cab Chassis
2022 - 2023 (DT) RAM 1500 Pickup
2022 - 2023 (MP) Jeep Compass

This bulletin applies to vehicles equipped with one of the following:

- Uconnect 5 NAV W 10.0” Display (Sales Codes UBN or UEN) with a Global Telematics Box Module (Sales Code RDG).
- Uconnect 5 NAV W 8.4” Display (Sales Codes UBL or UEL) with a Global Telematics Box Module (Sales Code RDG).
- Uconnect 5 NAV W 12.0” Display (Sales Codes UBQ and UEQ) with a Global Telematics Box Module (Sales Code RDG).

MARKET APPLICABILITY:

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

CUSTOMER SYMPTOM:

Customers may also experience one or more of the following:

- Navigation signal drops out. Maps not loading on the Instrument Panel Cluster (IPC) display.
- Cannot change satellite stations, display shows one station on screen but is playing another.
- Battery drain.
- A Black screen after clicking accept at start up **(Rearview camera functions normally)**.
- Radio resets **(Rearview camera functions normally)**.
- Wireless connectivity disconnecting.
- CarPlay® icon does not appear in device manager.
- Audio disruptions.
- SXMT inoperative.
- Audio mute.
- Passenger screen blank.
- Passenger screen apps missing.
- Missing profiles icon.
- IPC displays incorrect audio source.
- Radio is slow to respond.
- Trailer tire pressure configurations deleted.
- Steering wheel controls skipping SXMT channels.
- Recent calls not displayed.
- Phone audio playing when ignition is off.

In addition, the following software enhancement(s) are available:

- Icon size/layout improvements.
- Carplay/Android Auto® improvements.
- Uconnect Phone improvements.
- FOTA improvements.
- Passenger screen camera app improvements.

	• Voice Recognition (VR) command improvements.
CAUSE:	**Various software issues due to the current software version of the radio.**

REPAIR SUMMARY:

This bulletin provides information regarding the latest 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 or T25.51 to T27.46.

NOTE: The Estimated National launch date is July 29, 2024.

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 radio Fig. 1. 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.

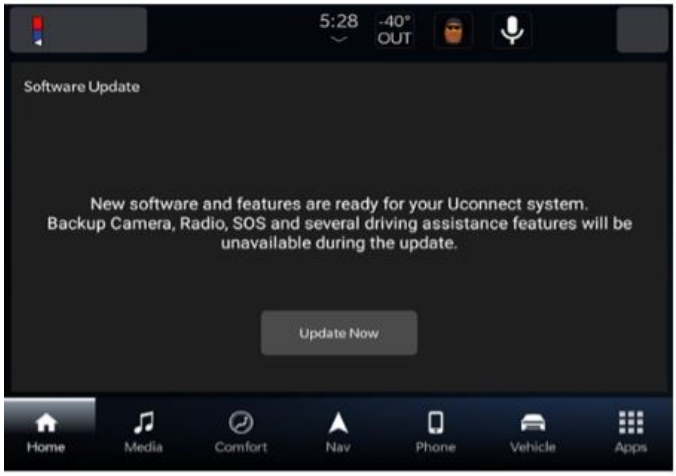


Fig. 1
Software Acceptance Screen

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. 1 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. 2.



Fig. 2
Software Update Confirmation Screen

POLICY:

Information Only

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