STELLANTIS
PARTS & SERVICES

# Technical Service Bulletin (TSB)

## Radio Over The Air Update from S24.6, S26.15 and T25.43 to T25.48 Software Version

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| **REFERENCE:** | TSB: 08-209-23<br>GROUP 08 - Electrical | **Date:** | August 31, 2023 | **REVISION:** | — |

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| **VEHICLES AFFECTED:** | 2022 - 2023 (DT) Ram 1500 Pickup<br>2022 - 2023 (DJ) RAM 2500 Pickup<br>2022 - 2023 (D2) RAM 3500 Pickup<br>2022 - 2023 (DD) RAM 3500 Cab Chassis<br>2022 - 2023 (DF) RAM 3500 10K Lb. Cab Chassis<br>2022 - 2023 (DP) RAM 4500/5500 Cab Chassis<br>This bulletin applies to 2022 model year vehicles equipped with either:<br>• Uconnect 5 NAV W 8.4" Display (Sales Codes UBL and UEL) Without Surround View Camera (Sales Code XAK).<br>• Uconnect 5 NAV W 12.0" Display (Sales Codes UBQ and UEQ) Without Surround View Camera (Sales Code XAK).<br>This bulletin applies to 2023 model year vehicles built on and before December 23, 2022 (MDH1223XX) equipped with either:<br>• Uconnect 5 NAV W 8.4" Display (Sales Codes UBL and UEL) With Surround View Camera (Sales Code XAK).<br>• Uconnect 5 NAV W 12.0" Display (Sales Codes UBQ and UEQ) With Surround View Camera (Sales Code XAK). | **MARKET APPLICABILITY:**<br>☒ NA ☐ MEA<br>☐ SA ☐ IAP<br>☐ EE ☐ CH |
| **CUSTOMER SYMPTOM:** | Customer may experience one or more of the following:<br>• Ambient Light Setting inoperable.<br>• Radio reset (Rearview camera functions normally).<br>• Voice Recognition (VR) inoperable.<br>• Audio sources inoperable.<br>• Wireless CarPlay® inoperable.<br>• Setting preferences not saved on correct profile.<br>• Audio loss. | |
| **CAUSE:** | Various software issues due to the current software version of the radio. | |

### 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 S24.6, S26.15 and T25.43 to T25.48.

**NOTE: The National campaign for this FOTA update is estimated to be launched on September 29, 2023.**

### 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 builtin 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 Service Bulletin to inform the dealer how the FOTA update is performed. This document does not contain a LOP for reimbursement.**

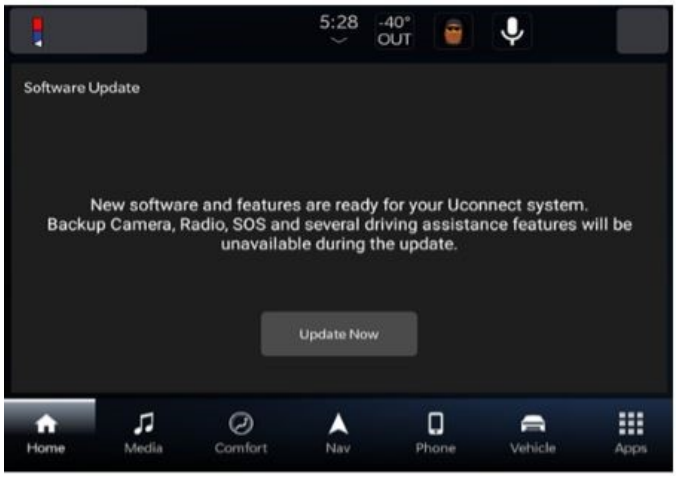



**Fig. 1**

1. The vehicle needs to be in 'Park'. The ignition needs to be in the off position.
2. If the customer selects "Update Now" 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**

**POLICY:**

Information Only

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