STELLANTIS
PARTS & SERVICES

Technical Service Bulletin (TSB)

Flash: Global Telematics Box Module (TBM) Updates

REFERENCE:	**TSB:** 08-177-23 **GROUP** 08 - Electrical	**Date:**	July 19, 2023	**REVISION:**	–
VEHICLES AFFECTED:	**2022 – 2023 (DT) RAM 1500 Pickup** **This bulletin applies to vehicles equipped with a Global Telematics Box Module (Sales Code RDG).**			**MARKET APPLICABILITY:** ☒NA ☐MEA ☐SA ☐IAP ☐EE ☐CH	
CUSTOMER SYMPTOM:	**The customer may experience the one or more of the following:** • Uconnect Box Message at Startup. • Uconnect Box Error Or Requires Service Message. • Diagnostic Trouble Codes (DTCs) for Electronic Control Modules (ECUs) won't be shown to customer through the Vehicle Health alert (Mobile App or email).				
CAUSE:	**TBM Software**				

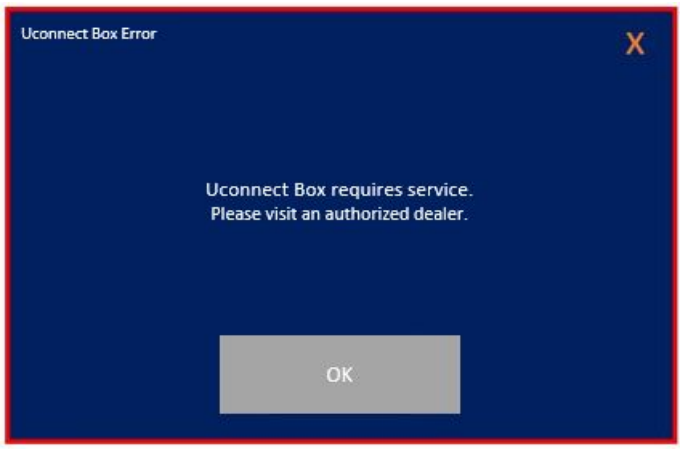


Fig. 1
Uconnect Box Error Message

Message display on the radio screen, "Uconnect Box requires service. Please visit an authorized dealer." (Fig. 1) , with no active or stored DTCs set by the TBM.

NOTE: "Uconnect Box requires service." message can be triggered by different reasons. For an issue on a new vehicle recently switched to customer mode, please follow the New Vehicle Preparation procedure to resolve the issue. For the customer vehicle with intermittent concerns, please check the TBM, antenna and instrument panel harness connections.

REPAIR SUMMARY:

This bulletin involves reprogramming the TBM with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-F5-90	Module, Global Telematics Box (TBM) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	2.8 Hrs.
Failure code	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. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application's "HELP" tab.
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.

POLICY:

Reimbursable within the provisions of the warranty.

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