

Technical Service Bulletin (TSB)

Security Gateway Module (SGW) Software Update

REFERENCE:	TSB: 08-327-25 GROUP: 08 - Electrical	Date:	September 27, 2025	REVISION:	—
VEHICLES AFFECTED:	2025 (D2) RAM 3500 Pickup			MARKET APPLICABILITY: ☒ NA☐ MEA ☒ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to the North and South America markets.	
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: ● SGW module is not responding to diagnostics and showing offline. ● If message for FOTA appears, then a manual flash is required for SGW update. ● Diagnostic Trouble Code (DTC) U3033 - 00 Control module security certificate Missing/Invalid is active or stored and cannot clear. This DTC will not turn on the Malfunction Indicator Light (MIL).				
CAUSE:	SGW Software Flash				

REPAIR SUMMARY:

This bulletin involves flashing the SGW 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-F8-90	Module, Security Gateway - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.2 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.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or equivalent	-	-

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.

REPAIR PROCEDURE:

1. Reprogram the SGW 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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