

Technical Service Bulletin (TSB)

Security Gateway Module (SGW)

Firmware Over The Air (FOTA) Update

REFERENCE:	TSB: 08-341-25 GROUP: 08 - Electrical	Date:	October 11, 2025	REVISION:	–
VEHICLES AFFECTED:	2025 (DT) RAM 1500 Pickup			MARKET APPLICABILITY: ☒ NA ☐ MEA ☐ SA ☐ IAP ☐ EE ☐ CH NOTE: This bulletin applies to the North America market.	
CUSTOMER SYMPTOM:	Customers may experience the following: • Wifi cannot be setup. The following software enhancements are also available: • 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). • If a FOTA message appears specifically directing the customer to service OR repeated FOTA events are not being completed, then a manual flash is required for the SGW update. • SGW module is not responding to diagnostics and is showing offline.				
CAUSE:	Software update				

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.

NOTE: National launch for this FOTA update is expected to begin: October 27, 2025.

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.

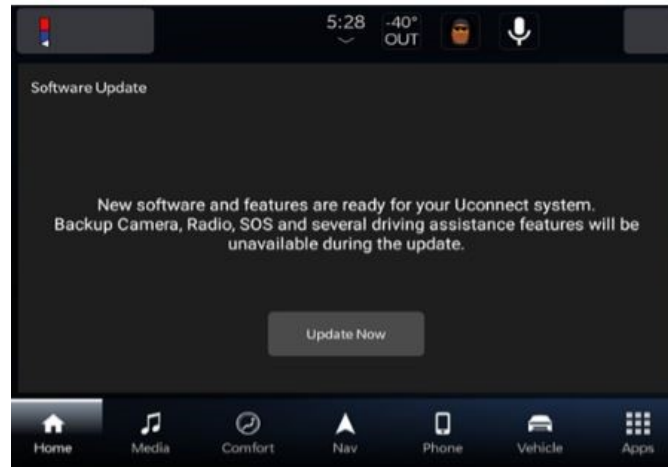


Fig. 1

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](#).

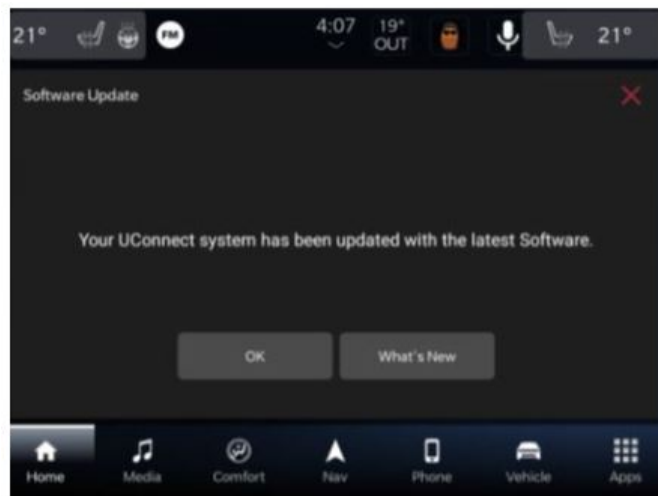


Fig. 2

Software Update Confirmation Screen

POLICY:

Information Only.

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