

Technical Service Bulletin (TSB)

DXR USB Update to v1.4.160 For MIM Radio

REFERENCE:	TSB: 08-191-25 REV. A GROUP: 08 - Electrical	Date:	August 27, 2025	REVISION:	08-191-25
VEHICLES AFFECTED:	2024 (LB) Dodge Charger **This bulletin applies to vehicles equipped with a: • Drive eXperience Recorder (Sales Code JFC). • Drive eXperience Recorder Prep (Sales Code JGB). • Uconnect 5 Nav W 12.3" Display (USA) (Sales Code UBX). • Uconnect 5 Nav W 12.3" Display (CAN) (Sales Code UEX).**			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to the North America market.	
CUSTOMER SYMPTOM:	Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set one or more of the following Diagnostic Trouble Codes (DTCs): • B023C-49 - Dashcam Module 1-Internal Electronic Failure. • U115C-00 - Lost Communication With ETM. The customer may describe the following: • Blinking odometer (remains accurate).				
CAUSE:	Radio software				

This bulletin supersedes Technical Service Bulletin (TSB) 08-191-25, date of issue June 13, 2025, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include an updated sales codes and removing a sales code not highlighted with asterisks.

REPAIR SUMMARY:

This bulletin involves inspecting and if required, updating the radio software level to 1.4.160.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-20-02-90	Radio, Software - Create USB Jump Drive from Uconnect Website (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-20-02-91	Radio - Inspect Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.2 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 Diagnostic Trouble Codes (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 update process.

NOTE: If this update process is interrupted/aborted, the update should be restarted.

1. Reprogram the MIM 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. Check if the radio software has been updated.
3. Turn on the radio.
4. Open Apps/Categories [Fig. 1](#).

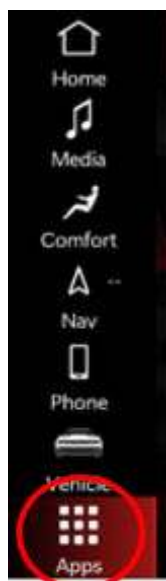


Fig. 1

Apps

- Locate the DXR tile and select it [Fig. 2](#).



Fig. 2
DXR

- If the disclaimer pops up, accept it [Fig. 3](#).

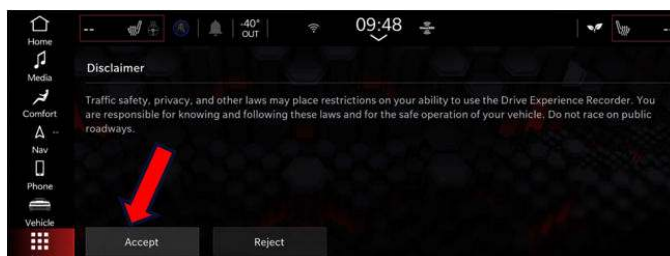


Fig. 3
Disclaimer

- Click the Settings button to open the settings menu [Fig. 4](#).



Fig. 4
Settings

- Click on Software Information [Fig. 5](#).

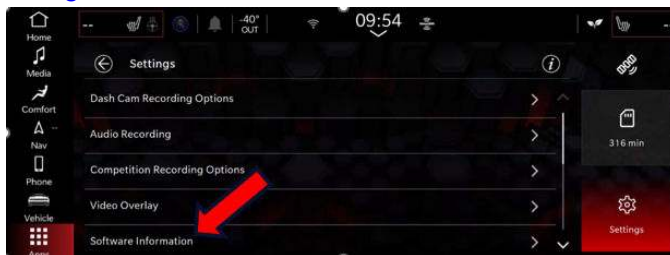


Fig. 5
Software Information

- Check if the software version is above 1.4.160 [Fig. 6](#).

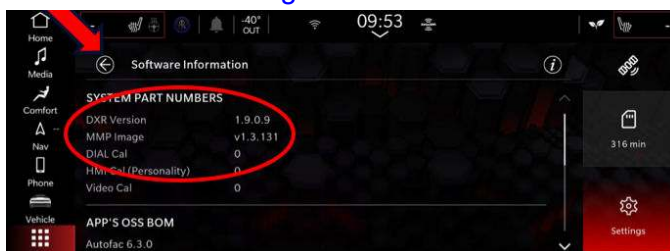


Fig. 6
Version

10. Was the radio software at or above 1.4.160?

- YES >>> This bulletin does not apply.
- NO >>> Proceed to [Step 11](#).

11. Has a **2 GB** USB flash drive been created?

- YES >>> Proceed to [Step 21](#).
- NO >>> Proceed to [Step 12](#).

12. Perform the following steps to format the USB flash drive [Fig. 7](#).

- Select “exFAT” format.
- Select “Default allocation size” under Allocation Unit Size.
- Select “Quick Format” under Format Options.
- Click “Start”.

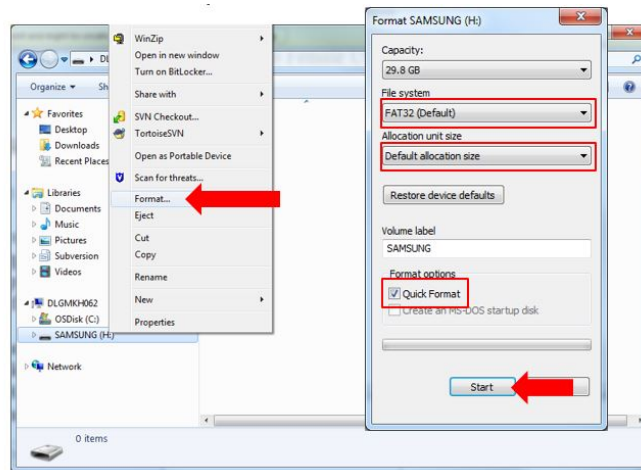


Fig. 7

Formatting The USB Flash Drive

13. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.

NOTE: If the software cannot be downloaded, make sure you have proper security access. If not, have the Service Manager or Shop Foreman download the software update.

14. Use a blank USB flash drive with at least 2 GB of space. Follow the on-screen instructions to download the software files.

15. Download the software update file to your local PC's desktop. Make sure to select the “WINDOWS” radial button for all downloads [Fig. 8](#).



Fig. 8

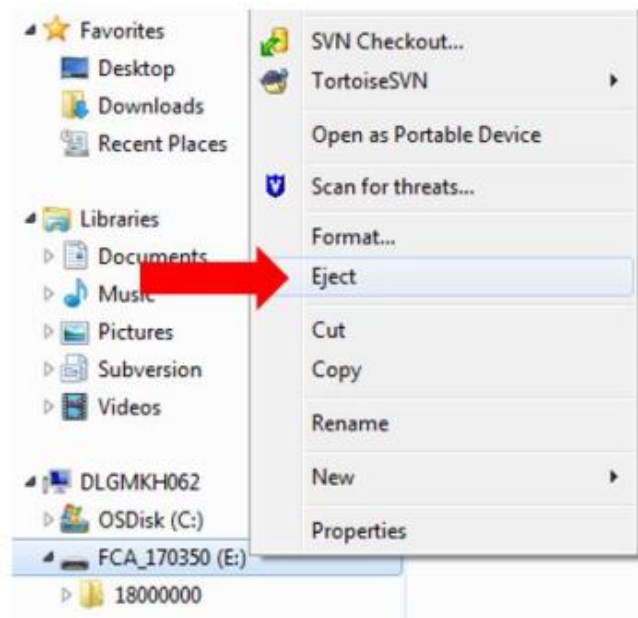
WINDOWS Download Steps

16. Download the radio SW from DealerConnect to a blank USB flash drive. The USB flash drive should be at least 2 GB and formatted to **exFAT**.
17. Unzip the folder/file and move all the contents to the root directory of the USB.
18. Once the file is extracted to the USB flash drive, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Codes.

CAUTION!

Eject the USB flash drive properly from your PC. Failure to eject the USB flash drive properly may result in an improper file byte size and cause the update to not fully download.

19. Perform the following steps to properly eject the USB flash drive [Fig. 9](#):
 - a. Right click on the location of the USB flash drive.
 - b. Click “Eject” to avoid data corruption.
 - c. Remove the USB flash drive from the PC.

**Fig. 9**

Ejecting The USB Flash Drive

20. Shut off all remaining accessories for the duration of the update (flashers, climate controls, etc.).
21. Wait for the radio to fully power on and initialize. Ensure all splash, partner logo, animation, disclaimer and main screens have loaded, before starting the software update.

NOTE: The engine must be running and radio powered on during the update. Failure to do so may result in the radio not being updated and create connectivity issues. DO NOT remove the USB flash drive during the update.

22. Start the vehicle and insert the USB flash drive into the DXR USB port [Fig. 10](#).



Fig. 10
DXR USB

23. Turn on the radio.

24. Open Apps/Categories [Fig. 11](#).

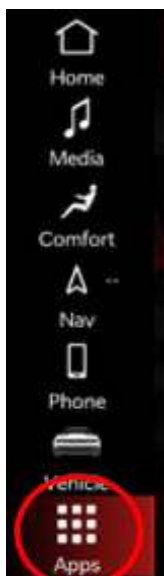


Fig. 11
Apps

25. Locate the DXR tile and select it [Fig. 12](#).

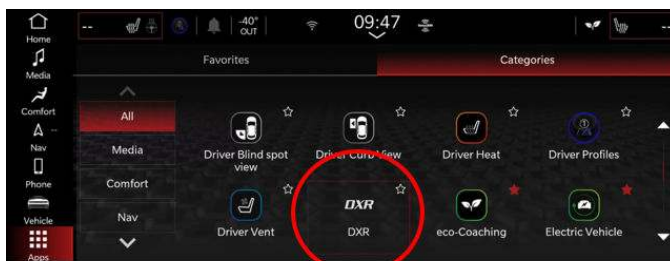


Fig. 12
DXR

CAUTION!

Ensure no other device is plugged into any of the USB ports while performing this update. If other devices are connected to the USB ports during the update, it may cause failure of files to be loaded. Failure to do so may cause the radio to need replacement.

26. If the disclaimer pops up, accept it [Fig. 13](#).

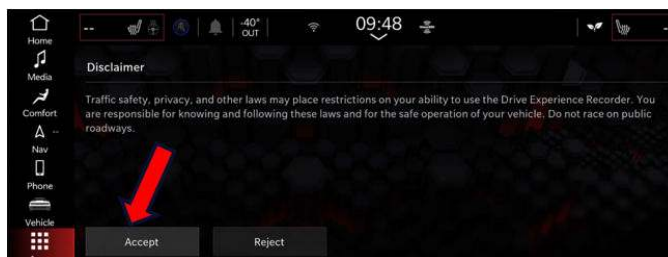


Fig. 13
Disclaimer

27. Click the Settings button to open the settings menu [Fig. 14](#).



Fig. 14
Settings

28. Click on Firmware Update [Fig. 15](#).

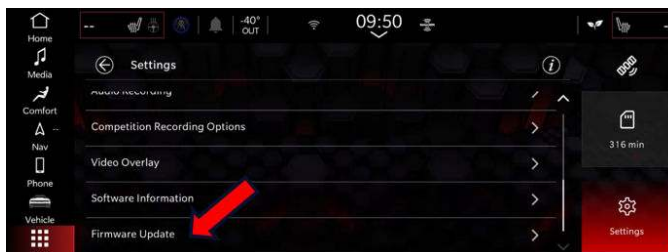


Fig. 15
Firmware Update

29. Click on Update [Fig. 16](#).

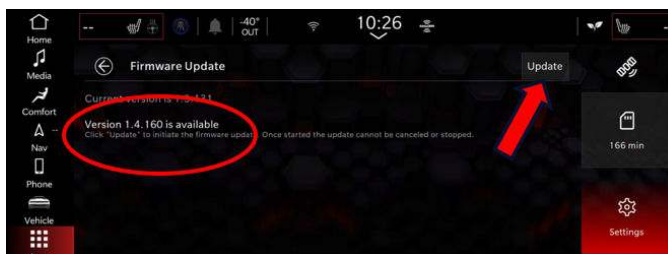


Fig. 16
Update

30. The update will take approximately 2-3 minutes [Fig. 17](#).

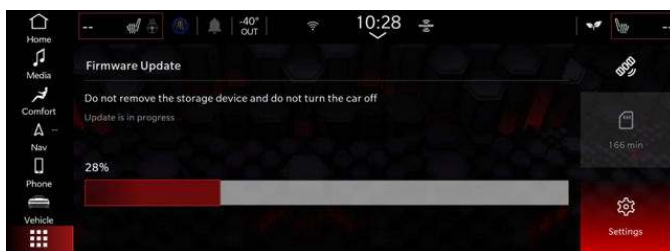


Fig. 17

Update In Progress Screen

31. This message will be displayed when the update is complete [Fig. 18](#).



Fig. 18

Software Updated Screen

32. Remove the USB flash drive from the USB port.

33. Check MIM part number. If not 68612087AG, use wiTECH tool to flash the MIM with the downloaded .efd file. Verify part number has updated to 68612087AG.

34. Using WiTECH, clear all DTCs that may have been set in any module due to reprogramming.

POLICY:

Reimbursable within the provisions of the warranty.

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