

Technical Service Bulletin (TSB)
Telematics Box Module (TBM) Firmware Over The Air (FOTA) Software Updating from 4.37 Or 4.38 To 4.39

REFERENCE:	TSB: 08-294-26 GROUP: 08 - Electrical	Date:	July 25, 2026	REVISION:	—
VEHICLES AFFECTED:	2021 - 2024 (WD) Dodge Durango This bulletin applies to vehicles equipped with Global Telematics Box Module (TBM) (Sales Code RDG).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to the North American markets.	
CUSTOMER SYMPTOM:	Customers must experience a Malfunction Indicator Lamp (MIL) illumination and the vehicle must exhibit/set the following Diagnostic Trouble Codes (DTCs): • B22A9-00 - ECU Internal Performance. • B1560-13 - Cellular Antenna 1-Circuit Open. • B1561-13 - Cellular Antenna 2-Circuit Open. • B1562-12 - GPS Antenna-Circuit Short To Battery. Customers may also comment on the following: • "Uconnect Box Requires Service" message in the display screen module.				
CAUSE:	TBM2 software				

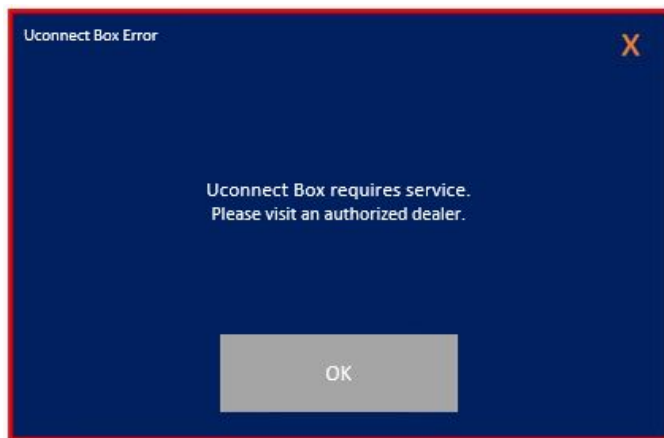


Fig. 1

Uconnect Box Error Message

Message display on the radio screen, "Uconnect Box requires service. Please visit an authorized dealer." [Fig. 1.](#)

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 to fix related DTC issues.

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 TBM2 software will be updated from 4.37 (SW P/N 68604567AC) or 4.38 (SW P/N 68604567AD) to 4.39 (SW P/N 68604567AE).

NOTE: The national launch for the FOTA is expected to begin September 21, 2026.

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 TBM. 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 TSB to inform the dealer how the FOTA update is performed. This document does not contain a LOP for reimbursement.

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. 2](#) they can shut off the vehicle and leave. The update will be completed automatically.

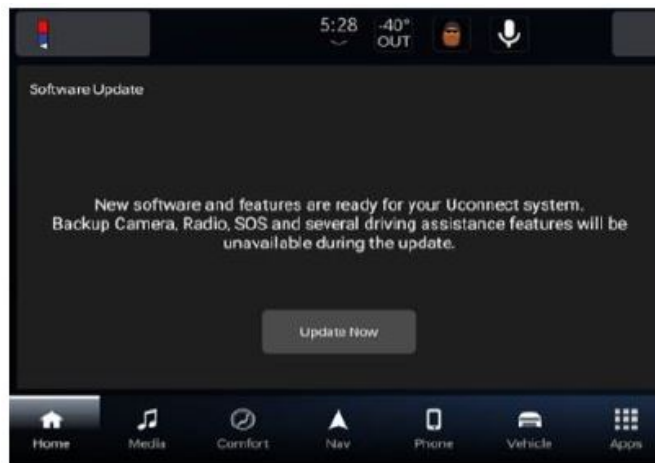


Fig. 2
Software Acceptance Screen

NOTE: This step may take several minutes to complete.

3. Upon completion of update, the radio will display a confirmation message [Fig. 3](#).

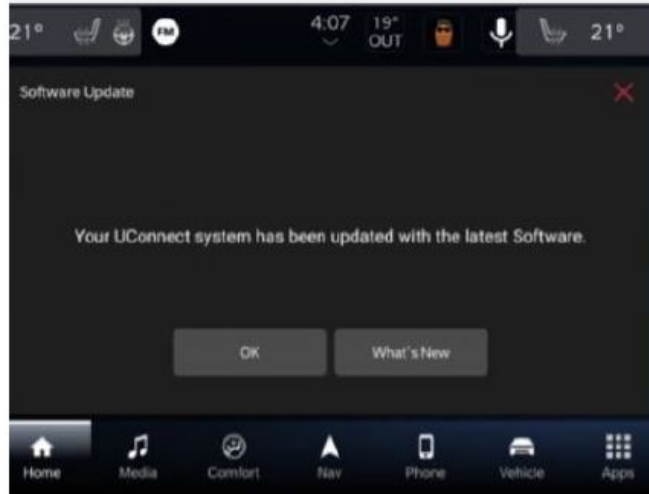


Fig. 3
Software Update Confirmation Screen

POLICY:

Information Only

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