

 PARTS & SERVICES		Technical Service Bulletin (TSB) Global Telematics Box (TBM) Firmware Over The Air (FOTA) Update To SW 4.39			
REFERENCE:	TSB: 08-296-26 GROUP: 08 - Electrical	Date:	July 28, 2026	REVISION:	—
VEHICLES AFFECTED:	2025 (WD) Dodge Durango This bulletin applies to vehicles equipped with Global Telematics Box Module (Sales Code RDG).			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 one or more of the following Diagnostic Trouble Codes (DTCs): • B22A9-96 - ECU Internal Performance-Component Internal Failure. • B1560-11 - Cellular Antenna 1-Circuit Short To Ground. • B1560-13 - Cellular Antenna 1-Circuit Open. • B1561-11 - Cellular Antenna 2-Circuit Short To Ground. • B1561-13 - Cellular Antenna 2-Circuit Open. • B1562-14 - GPS Antenna-Circuit Short To Ground Or Open. Customers may also experience the following: • "UConnect Box Requires Service" Message in Radio Display.				
CAUSE:	TBM Software				

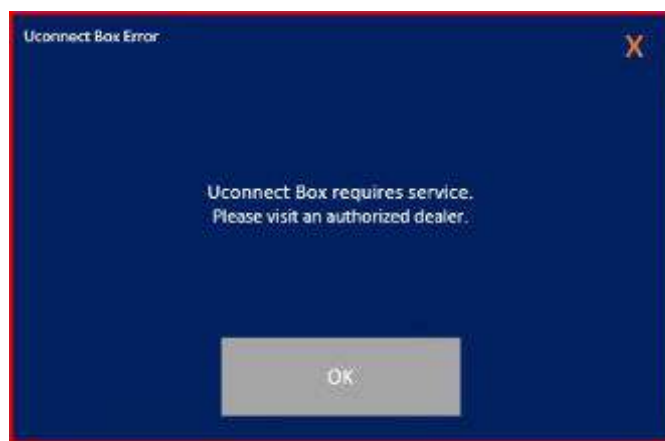


Fig. 1

Uconnect Box Error Message

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

DISCUSSION:

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 TBM software will be updated from 4.37 and 4.38 to 4.39 (243187 SW PN number).

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

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 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 Technical Service Bulletin to inform the dealer how the FOTA update is performed. This document does not contain a LOP for reimbursement.



Fig. 2

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. 2](#), 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. 3](#).

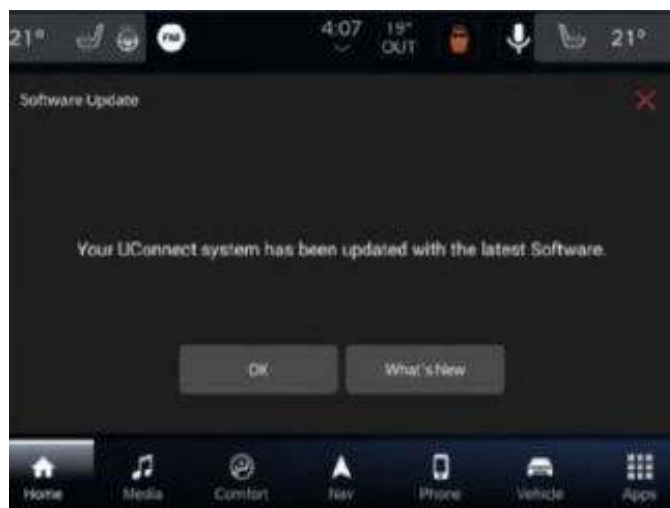


Fig. 3

Software Update Confirmation Screen

POLICY:

Information Only.

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