

REFERENCE:	TSB: 08-173-23 GROUP 08 - Electrical	Date:	July 13, 2023	REVISION:	—
VEHICLES AFFECTED:	2022 - 2023 (VF) RAM ProMaster This bulletin applies to vehicles built on and before January 09, 2023 (MDH 0109XX) equipped with one of the following radios: Uconnect 5 W 7" Display (Sales Codes UBC or UEC).			MARKET APPLICABILITY: ☒ NA ☐ SA ☐ EE ☐ MEA ☐ IAP ☐ CH	
CUSTOMER SYMPTOM:	The customer may describe one or more of the following: - Radio satellite function is inoperative, or the SAT channel shows the message: "Satellite Antenna Unavailable/Satellite Signal Failure". - After failed attempt retry screen, Head Unit (HU) doesn't reconnect to CarPlay™. - After a sleep (Key Off/On), stored DTC U1176-00, Lost Communication with Emergency Alert Module. - At key-on the HU turns on even if Auto-On Radio is off. - DTC randomly present in error memory: DTC B14DB-13 - USB TBM Port - Circuit Open, randomly. - At radio startup, the customer can see the "Accept" button on the disclaimer being shown without capital letter. - Buttons and text are smaller in "Controls" Tab. - The rejection tone is not played when an empty preset is selected. - The preset bar in the media screen, starts with the last position preset instead of first. - For an instant the screen phone appears during the activation of an error pop-up in power off condition. - DND (Do Not Disturb) check mark blinks. - The profiles icon in status bar does not updated after the user changes the driver profile. - Radio screen display changes the home screen when the radio is turned off and back on. Radio should stay on the last screen selected. The radio has not switched to the category bar section. - The "Remind me later/never show again" popup graphics are wrong, the buttons are almost taking the whole space of the popup. - When scrolling the Contacts list, a letter pop-up will display as an overlay so user can't see which letter of list they are scrolling though as they scroll up or down. - When entering the Settings list or sub-lists the customer is not always brought back to the previous position in the list. - When accessing settings about Brakes section within Vehicle tab, the customer is not informed about non availability of the feature while vehicle is in motion. - When the customer is adding a new app to the Shortcuts widget where there is already the link to "Settings", the Apps selection page shows "Settings" grayed only for the label and not for the icon, as for other apps. - Maintenance error popup when the language is set to Spanish. The popup text should be: "La batería de Uconnect Box requiere mantenimiento". - In power off condition after off/on, if user closes TBM error pop-up (e.x SystemFailSts=1) HU turns on displaying black backlight full screen. - When DND mode is set, the bottom icon is not checked. - The user can't access in Browser/folder list. User can't select the items inside the folder. - Loading info page keeps appearing: locking the home page. - A tone must be played after WiFi password is reset. - In phonebook, if the user changes screen while scrolling, when returned to the phonebook, it does not start from the first line it continues to scroll or starts at a random point in the list.				

	- The indication bar (red strip) that appears on top when an E-call is started, has the text on the left side instead of center. - In the key off/power off radio condition, When FOTA update is started, HU stays on displaying black backlight full screen.
CAUSE:	Radio software

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 23-209, date of issue July 13, 2023. All applicable RSU VINs have been loaded. To verify this RSU service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty. This RSU will expire 18 months after the date of issue.

REPAIR SUMMARY:

This bulletin involves inspecting the software level and updating the software from 139.01.19 or 139.01.60 to 145.00.15.

CLAIMS DATA:

NOTE: For vehicles that are on the RSU VIN list the dealers must use “RSU Only” LOP(s). If not, the RSU can not be closed. Vehicles that are not on the RSU VIN list the dealer must use “Non RSU Only” LOP(s). Warranty claims can be rejected if the incorrect LOP(s) are used.

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-03-AS	Radio, Inspect Software Level (RSU Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-03-AT	Radio, Inspect Software Level and Perform Software Update (RSU Only) (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
18-60-03-AU	Create USB Jump Drive from Uconnect Website (One Time Only) (RSU Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-F2-AR	Radio, Inspect Software Level and Perform Software Update (Non RSU Only) (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
18-60-F2-AS	Create USB Jump Drive from Uconnect Website (One Time Only)(Non RSU Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
Failure Code	RF CC	Required Flash Customer Concern	

The dealer must choose which failure code to use depending on if this is a Rapid Service Update (RSU) or Technical Service Bulletin.

- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RSU.
- The failure code “RF” (Required Flash) can no longer be used on Technical Service Bulletin flashes. The “RF” failure code must be used on an RSU.
- If the customer’s concern matches the SYMPTOM/CONDITION identified in the Technical Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C’s must be supplied.

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 a customer’s VIN is listed in VIP or your RSU VIN list, perform the repair. If any vehicle not on the VIN list exhibits 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	—	—

INSPECTION:

1. On the radio display screen go into “Vehicle Settings”.
2. Select “System Information”.
3. Select “Version Information”.
4. Under the “Build Number”, radio software version is listed (Fig. 1) .



Fig. 1
Radio Software Level Screen

5. Is the software compatible for the update?
 - YES>>> The software version is below 145.00.15. Proceed to [Step 1](#) of the repair procedure below.
 - NO>>> If the software version is at or above 145.00.15, the radio is already at updated software. This bulletin has been completed, Use inspection LOP (18-60-03-AS) to close the active RSU.

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 flash process.

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

1. Reprogram the radio with the latest software 145.00.15 via USB.
2. Has a **4 GB** USB flash drive been created?
 - YES >>> Proceed to [Step 13](#).
 - NO >>> Proceed to [Step 3](#).
3. Perform the following steps to format the USB flash drive ([Fig. 2](#)) .
 - Select “FAT32” format.
 - Select “Default allocation size” under Allocation Unit Size.
 - Select “Quick Format” under Format Options.
 - Click “Start”.

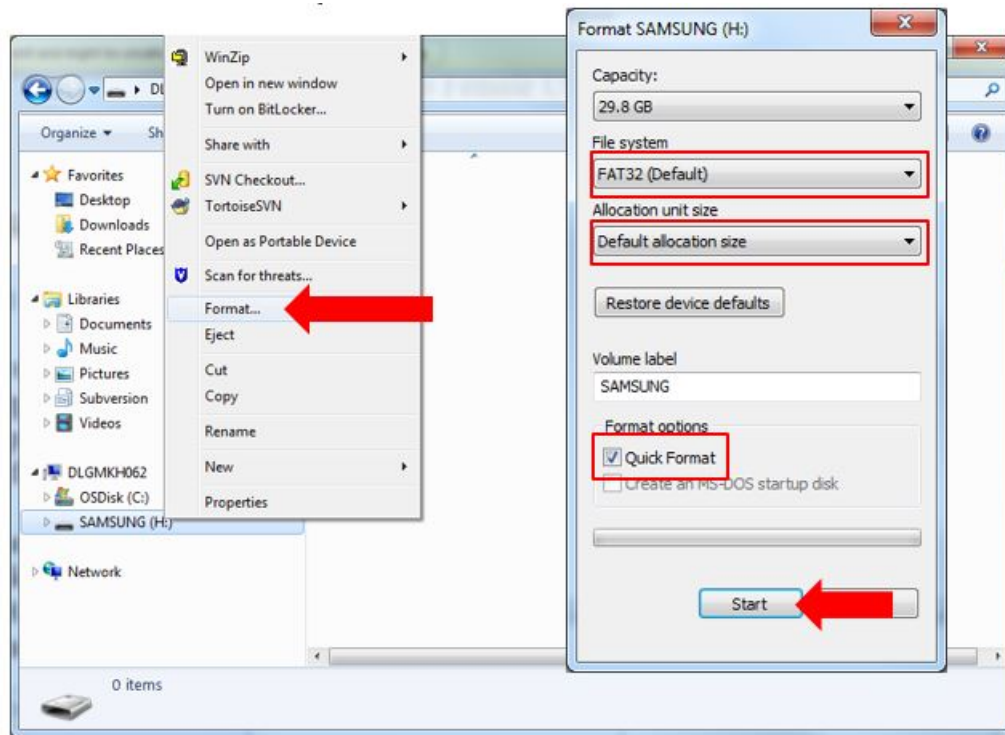


Fig. 2
Formatting The USB Flash Drive

4. 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.

5. Use a blank USB flash drive with at least 4 GB of space. Follow the on-screen instructions to download the software files.

NOTE: A blank USB flash drive will be needed for each radio update; additional updates cannot be on the same USB flash drive.

6. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads (Fig. 3) .

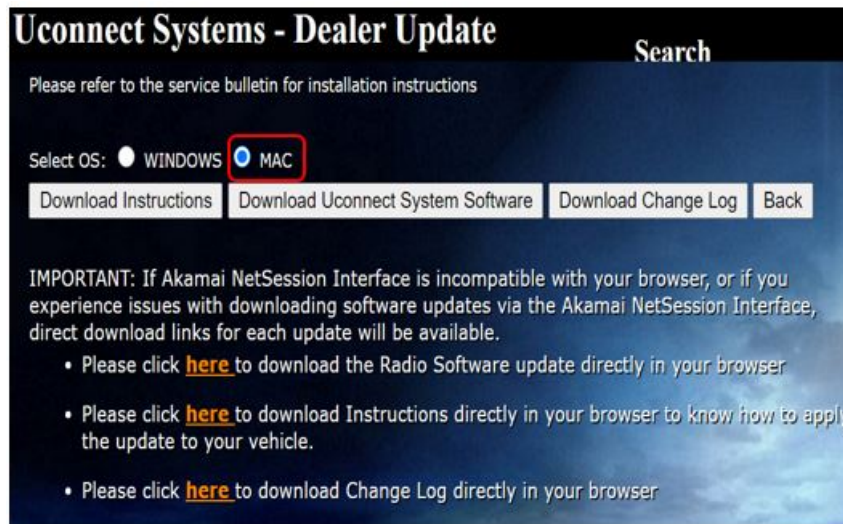


Fig. 3
MAC Download Steps

7. Download the radio SW from DealerConnect to a blank USB flash drive. The USB flash drive should be at least 4 GB and formatted to **FAT32**.
8. Open zip file and extract single .swpkg file to USB.

NOTE: There should only be one file on the USB root directory labeled as a .swpkg file.

9. 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.

10. Perform the following steps to properly eject the USB flash drive (Fig. 4) :
- Right click on the location of the USB flash drive.
 - Click "Eject" to avoid data corruption.
 - Remove the USB flash drive from the PC.



Fig. 4
Ejecting The USB Flash Drive

NOTE: Verify the vehicle fuel level is at least 1/8 of a tank. If not, add fuel as required.

11. Shut off all remaining accessories for the duration of the update (flashers, climate controls, etc.).
12. 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.

13. Start the vehicle and insert the USB flash drive into the USB port.
14. Vehicle must be out of "Ship Mode". Starting at the radio 'Home' screen (Fig. 5) .



Fig. 5
Home Screen

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.

15. The radio will prompt you if you want to update to the newest software version (Fig. 6) .

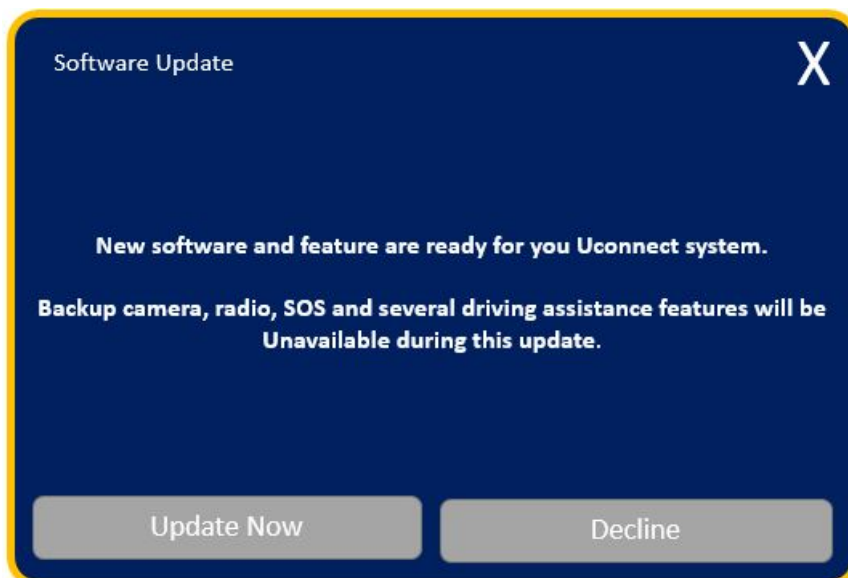


Fig. 6
Software Update Screen

16. Select "Update Now".
17. The radio will prompt you if you want to continue updating to the newer software (Fig. 7) .

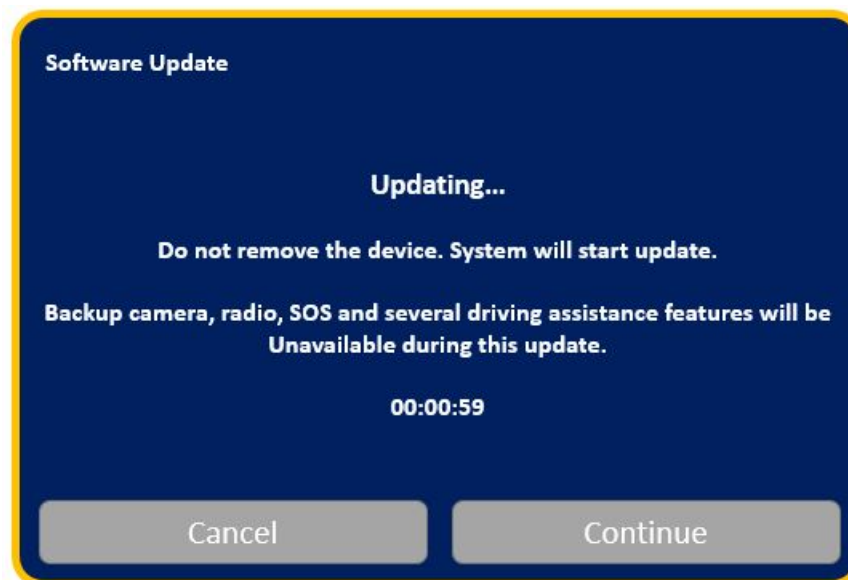


Fig. 7
Software Updating Screen

18. Select "Continue" (Fig. 8) .



Fig. 8
Installing Update Screen

19. The update will take approximately 15-20 minutes (Fig. 9) .

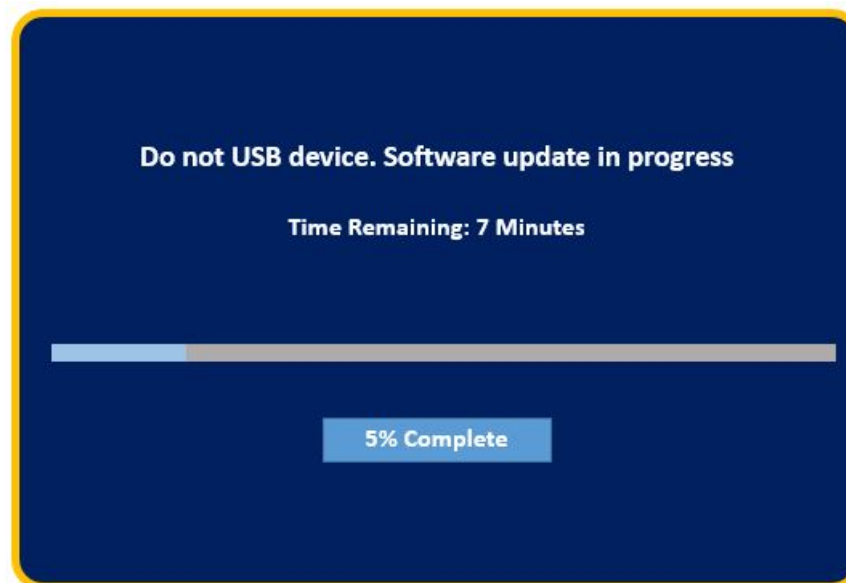


Fig. 9
Update In Progress Screen

20. The radio will reboot and you will observe the update screen after the splash screen once the update has been successful (Fig. 10) .

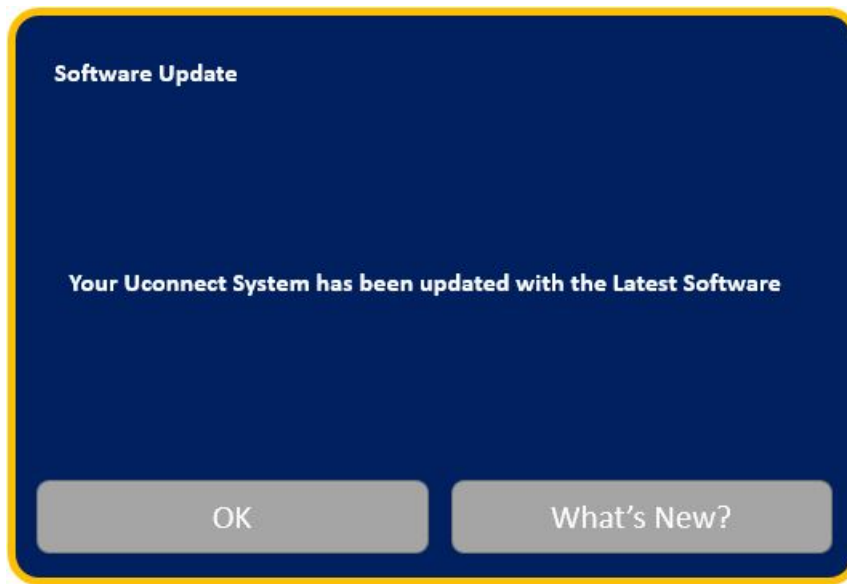


Fig. 10
Software Updated Screen

21. Select "What's new" to confirm the software has been updated to 145.00.15 (Fig. 11) .

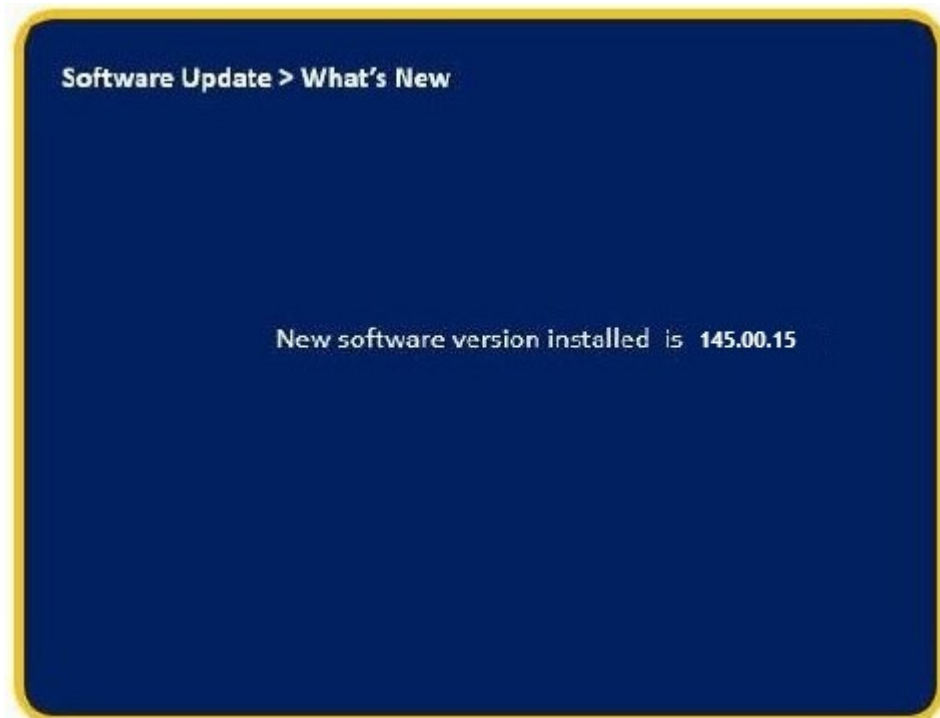


Fig. 11
What's New Screen

22. Remove the USB flash drive from the USB port.
23. Cycle the ignition 'Off' and allow vehicle to go to sleep for two minutes.
24. Using wiTECH, clear any DTCs that may have been set in any module due to reprogramming and perform a hard reset.

POLICY:

Reimbursable within the provisions of the warranty.

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