

Technical Service Bulletin (TSB)

Radio Map Won't Load

REFERENCE:	TSB: 08-239-26 GROUP: 08 - Electrical	Date:	June 13, 2026	REVISION:	—
VEHICLES AFFECTED:	2024 - 2027 (LB) Dodge Charger This bulletin applies to vehicles built on or before July 27, 2026 (MDH 0727XX) equipped with Uconnect 5 Nav W 12.3" Display (Sales Code UBX).			MARKET APPLICABILITY: ☒ NA☐ MEA ☐ SA☐ IAP ☐ EE☐ CH NOTE: This bulletin applies to the North America market.	
CUSTOMER SYMPTOM:	The customer may experience the Display Screen Module (DSM) showing a TomTom navigation screen stuck showing "Loading Map".				
CAUSE:	Radio Software				

DISCUSSION:

This Information Only bulletin contains information helpful or useful for technicians. Technicians are to perform the following:

1. Perform a radio reset by navigating to the Guided Diagnostics menu --> Select Reset ECU --> Select "ETM" from the list of modules --> Click "Continue" at the bottom of the page then follow the wiTECH prompts.
2. Perform a battery disconnect / reconnect for five minutes. Refer to the detailed service procedures available in DealerCONNECT/Service Library under: Service Info> 08 - Electrical / 8F - Engine Systems / Battery System / Standard Procedure.
3. After the battery reconnect, drive the vehicle outside to an un-obstructed area with good cell service reception.
4. Turn the Radio on for 20 minutes.
5. Check the navigation screen on the DSM.
6. If the reset does not resolve the issue, proceed with normal diagnostic procedures.

A radio software update is scheduled for release during **Q3 2026**.

POLICY:

Information Only.