

**Technical Service Bulletin (TSB)**  
**Uconnect® Screen Turns Blank Or Black**

|                    |                                                                                                                                                    |       |              |                                                                                                                                                                                                                                                                                                                 |   |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|-------|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| REFERENCE:         | TSB: 08-256-26<br>GROUP: 08 - Electrical                                                                                                           | Date: | July 1, 2026 | REVISION:                                                                                                                                                                                                                                                                                                       | — |
| VEHICLES AFFECTED: | 2021 - 2026 (WD) Dodge Durango<br>This bulletin applies to vehicles equipped with a Uconnect 5 Nav W 10.1" Display (Sales Codes UBN, UEN and UFN). |       |              | MARKET APPLICABILITY:<br><div><input checked="" type="checkbox"/> NA<input type="checkbox"/> MEA</div> <div><input type="checkbox"/> SA<input type="checkbox"/> IAP</div> <div><input type="checkbox"/> EE<input type="checkbox"/> CH</div><br><b>NOTE:</b> This bulletin applies to the North America markets. |   |
| CUSTOMER SYMPTOM:  | Customers may experience the following: <ul style="list-style-type: none"><li>The Uconnect® screen display goes blank/black at times.</li></ul>    |       |              |                                                                                                                                                                                                                                                                                                                 |   |
| CAUSE:             | Radio software                                                                                                                                     |       |              |                                                                                                                                                                                                                                                                                                                 |   |

**DISCUSSION:**

This Information Only bulletin provides guidance for a customer-reported condition in which the Uconnect® radio may unexpectedly display a black/blank screen. This condition is related to the radio software.

Verify that the radio software level is at T27.29. If not at T27.43 and an update is available, proceed with updating the software and confirm whether the issue has been resolved. If the issue remains, **do not replace the radio for this concern**. A replacement radio is expected to exhibit the same behavior. A software solution is expected in the 4th quarter of 2026.

**POLICY:**

Information Only