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GROUP: 08 - Electrical

DATE: March 26, 2022

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SUBJECT:

Global Telematics Box Module (TBM2) Flash Over The Air Software Version Updates

OVERVIEW:

This bulletin provides information regarding the latest Flash 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.

National launch for this FOTA update is expected on:

- Current Level 4.33J update to 4.34, launched on 03/25/2022.

MODELS:

2022 (MP) Jeep Compass

NOTE: This bulletin applies to vehicles within the following markets/countries: North America (U.S. and Canada).

NOTE: This bulletin applies to vehicles built on or after February 17, 2021 (MDH 0217XX) and built on or before February 28, 2022 (MDH 0228XX) equipped with a Telematics Box Module (Sales Code RDG).

SYMPTOM/CONDITION:

Customers may experience the following:

- Message displayed on the radio screen, "Uconnect Box requires service. Please visit an authorized dealer." (Fig. 1) .

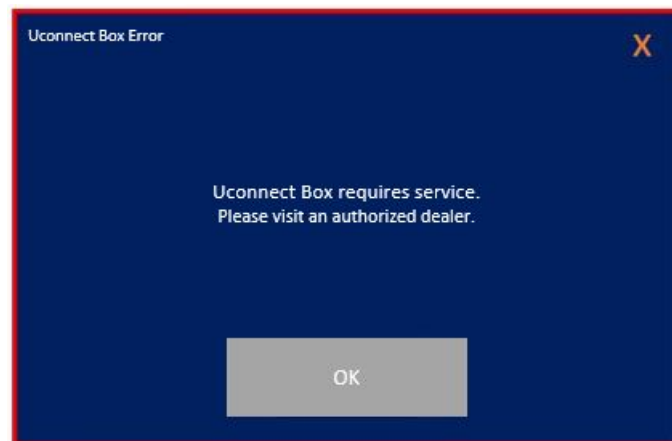


Fig. 1
Error Message

Upon further investigation, a technician may find the following DTC have been set:

- B1570-93 - USB Communication-No Operation.

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 built-in cellular modem in the vehicle. Customers will see a notification on their radio screen when new software is available for their radio (Fig. 2) . 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 Service Bulletin to inform the dealer how the FOTA update is performed. This document does not contain a LOP for reimbursement.

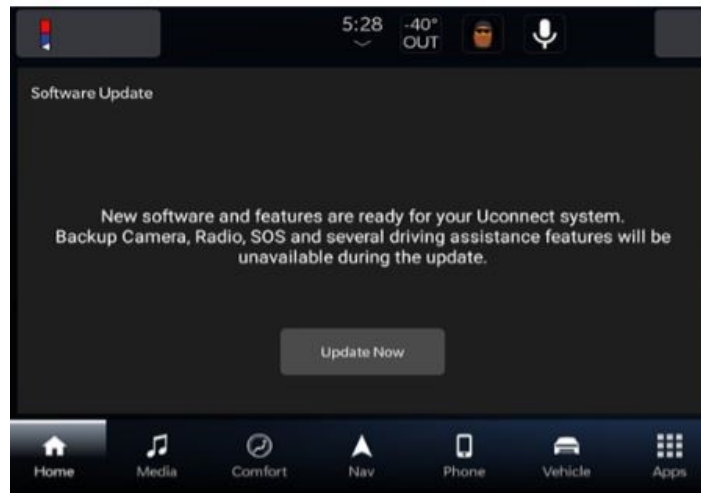


Fig. 2
Software Acceptance Screen

1. The vehicle needs to be in 'park'. The ignition needs to be in the off position.
2. If the customer selects “Update Now” 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) .

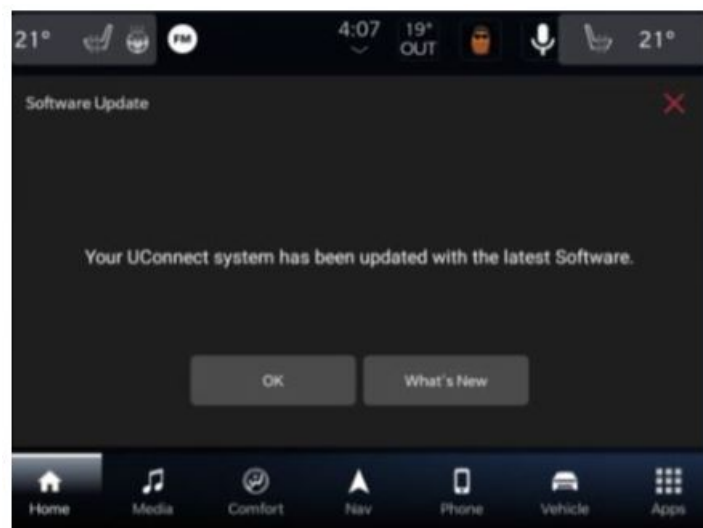


Fig. 3
Software Update Confirmation Screen

POLICY:

Information Only