

REFERENCE:	TSB: 08-172-24 GROUP: 08 - Electrical	Date:	July 31, 2024	REVISION:	08-049-22
VEHICLES AFFECTED:	2022 - **2023** (MP) Jeep Compass This bulletin applies to vehicles built on and before **August 14, 2023 (MDH 0814XX)** equipped with one of the following radios: - Uconnect 5 W 10.1" Display (Sales Codes UBU, UEU, UPU and UFU). - Uconnect 5 W 8.4" Display (Sales Codes UBE, UEE, UPE and UFE).			MARKET APPLICABILITY: ☒ NA ☐ SA ☒ EE ☐ MEA ☒ IAP ☐ CH	
CUSTOMER SYMPTOM:	Customers may experience a Malfunction Indicator Lamp (MIL) illumination. Upon further investigation the technician may find that one or more of the following Diagnostic Trouble Codes (DTCs) have been set: - B15A1-00 - Media Port 1 Connection. - B15A2-00 - Media Port 2 Connection. - B15A3-00 - Media Port 3 Connection. - B15A4-00 - Media Port 4 Connection. The customer may also describe one of more of the following: **Tune knob does not move the scroll bar in Device Manager's phone setting menu. - Tune knob does not move the scroll bar in the Apps Drawer. - Rejected incoming phone call using the radio screen but cluster continued to display incoming call message. - Head Unit (HU) switches from SXM® to wireless without user's input. - Home screen Loading Data indefinitely after profile switch. - Device List shows empty although there are devices connected. - Unable to pair phone. - Fuel consumption menu in radio not available. - Radio and / or SXM® presets being lost. ** - Auto button on climate control screen not present. - When Voice Recognition button is pressed on radio, wrong message is displayed. - Bluetooth Pairings instead of connect Apple Carplay® or Android Auto® device. - Wifi hotspot password always shows "null". Can't use feature. - Wifi hotspot name not recognized on customers cellular device. - Language selection on radio can't be saved after selecting. - Wrong date format displayed using Korean language. - Radio display is blank (rear view camera still operable). - Radio touchscreen inoperative. - Zoom In/Out button inoperative for rear view camera (rear view camera still operable). - Rear Cross Path Mode and Blind Spot chime keeps playing when object is no longer present. - Irregular chime frequency. - Time format does not change from military to 12-hour format. - ABC Jump Keyboard will not display. - FOTA unable to receive software update due to head unit not checking into the server although it is being driven everyday. - Pressing mute hard key while on phone call does not mute microphone. - Adjust clock settings shortcut in home screen does not navigate you to the right screen.				

	SXM® radio stuck on current channel, no audio and cannot navigate to other channels using soft keys or knob.
CAUSE:	Radio software

This bulletin supersedes Technical Service Bulletin (TSB) 08-049-22, date of issue March 09, 2022, which should be removed from your files. All revisions are highlighted with ****asterisks**** which include updated symptoms, vehicle clean date, model year and new LOPs.

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 22-043, date of issue March 09, 2022. 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.

REPAIR SUMMARY:

This bulletin involves inspecting the software level and updating the software to: R47.03.26.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
**18-60-F2-BA	Create USB Jump Drive from Uconnect Website (One Time Only) R41.00.56 S/W (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-F2-BB	Create USB Jump Drive from Uconnect Website (One Time Only) R47.03.26 S/W (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-F2-BC	Radio, Check Software Level and Perform Software Update (One Step Update) R47.03.26 S/W (0 - Introduction)	6 - Electrical and Body Systems	0.6 Hrs.
18-60-F2-BD	Radio, Check Software Level and Perform Software Update (Two Step Update) R41.00.56 S/W and R47.03.26 S/W (0 - Introduction)	6 - Electrical and Body Systems	1.0 Hrs.**
Failure code	CC	Customer Concern	

The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer's concern matches the SYMPTOM identified in the Technical Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C's (customer's concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

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 the customer describes 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	—	—

REPAIR PROCEDURE:

1. Verify the software version by following these steps:

- On the radio display screen go into “Vehicle Settings”
- Select “System Information”. Select “Version Information”.
- Under the “Build Number”, radio software version is listed. For example, the software version here is 00.41.00.56.00 [Fig. 1](#).

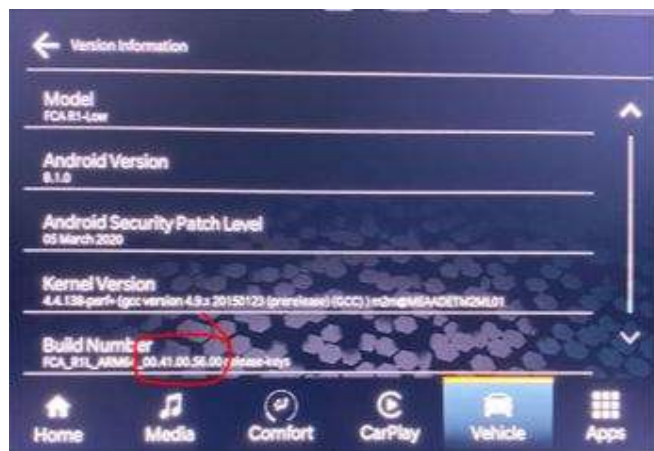


Fig. 1
Software Version

NOTE: If the radio software is at or above R34.00.49 and under R41.00.56 the radio will need two USB flash drives to update the radio. This means that, for example, if the radio is at R34.00.49, it will need to be updated to R41.00.56 first and R47.03.26 as a second step.

CAUTION!!

Do not attempt to update a radio with a lower software level than R41.00.56 straight to R47.03.26.

2. What is the current radio software level (Application Version)?

- **R41.00.56** or higher >>> The radio will only need **one** USB flash drive to update the radio. Create a USB flash drive with R47.03.26 software. Proceed to [Step 3](#).
- **At or above R34.00.49 and under R41.00.56**>>> The radio will need **two** USB flash drives to update the radio. Create a USB flash drive with R41.00.56 software. Proceed to [Step 3](#).

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.

NOTE: A 4 GB USB flash drive is required for this update. It is also recommended to use a quality, name brand (Kingston®) flash drive over a generic USB flash drive.

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

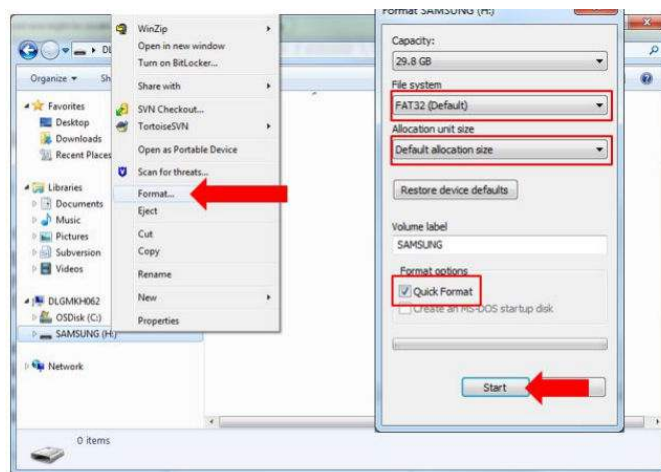


Fig. 2

Formatting The USB Flash Drive

5. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.
6. If a security message appears “Do you want to view only the webpage content that was delivered securely?” [Fig. 3](#). Press “No” to continue.



Fig. 3

Pop-Up Security Message

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.

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

- Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads [Fig. 4](#).

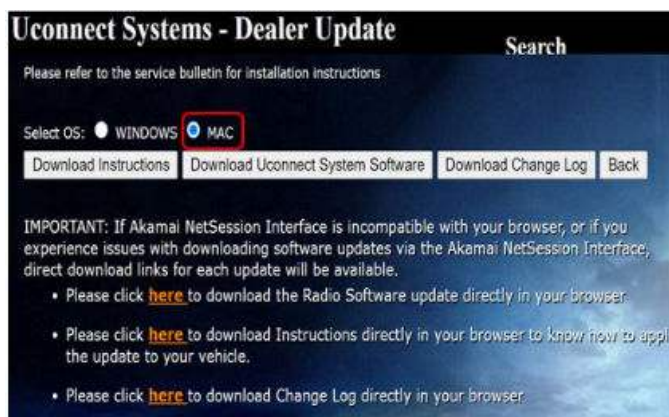


Fig. 4
MAC Download Steps

9. Be sure to download the file to your PC's desktop and open it [Fig. 5](#).

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



Fig. 5
Zip File

10. **Do Not Unzip** file contents to the USB. One .zip file only on the root directory of the USB.
11. Once the .swpkg file is copied to the USB flash drive, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Code.

12. Perform the following steps to properly eject the USB flash drive [Fig. 6](#):

- a. Right click on the location of the USB flash drive.
- b. Click “Eject” to avoid data corruption.
- c. Remove the USB flash drive from the PC.

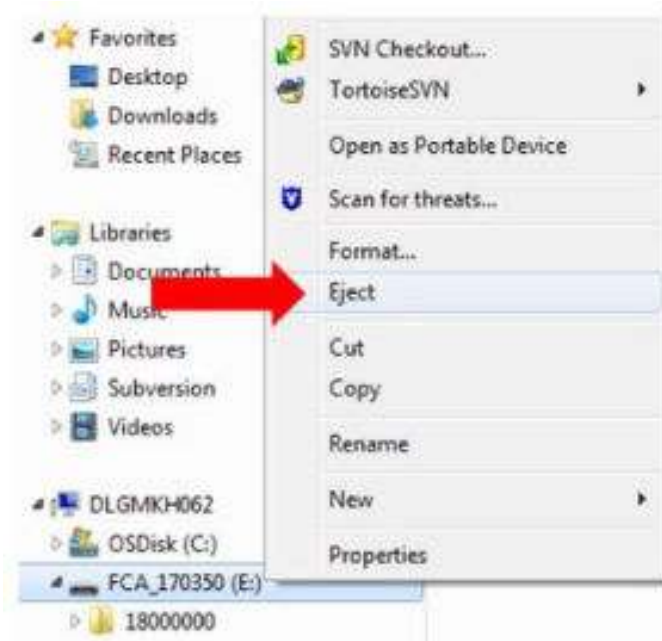


Fig. 6

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.

13. Shut off all remaining accessories for the duration of the update (flashers, climate controls, etc.).
14. 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.

15. Start the vehicle and insert the USB flash drive into the USB port.
16. Vehicle must be out of “Ship Mode”. Starting at the radio ‘Home’ screen [Fig. 7](#).



Fig. 7

Home Screen

17. Insert the USB flash drive into the USB port.

18. The radio will prompt you if you want to update to the newest software version [Fig.8](#).

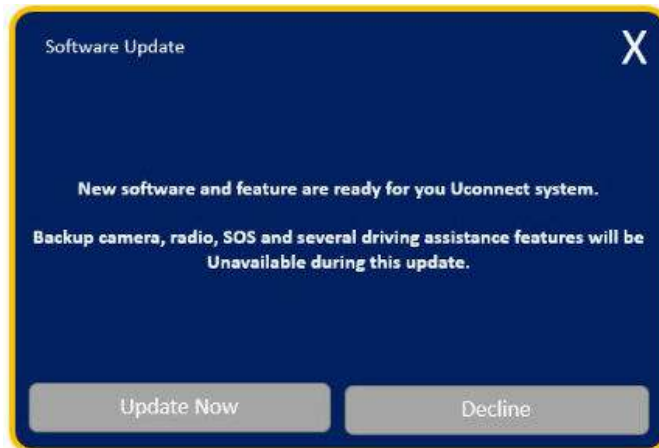


Fig. 8
Software Update Screen

19. Select "Update Now".

20. The radio will prompt you if you want to continue updating to the newer software [Fig. 9](#).



Fig. 9
Software Updating Screen

21. Select "Continue" [Fig. 10](#).



Fig. 10
Installing Update Screen

22. The update will take approximately 15-20 minutes [Fig. 11](#).

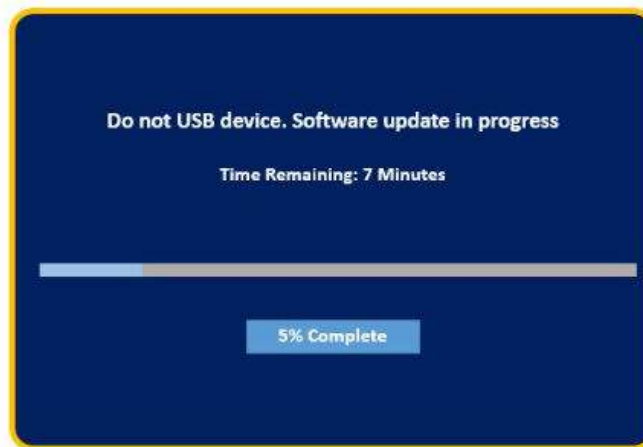


Fig. 11

Update In Progress Screen

23. The radio will reboot and you will observe the update screen after the splash screen once the update has been successful [Fig. 12](#).

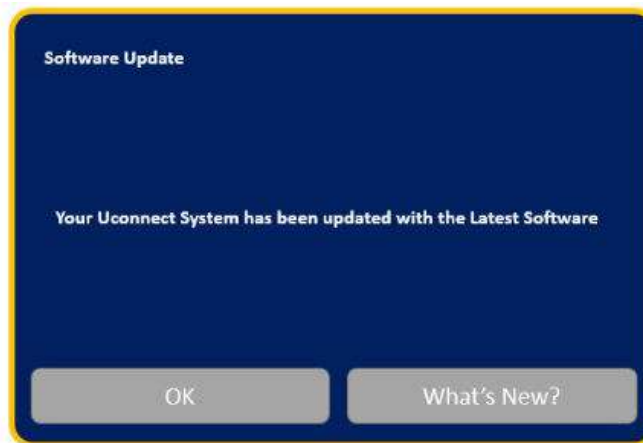


Fig. 12

Software Updated Screen

24. Select "What's new" to view the software level [Fig. 13](#).



Fig. 13

Software Update

25. What is the current radio software level?

- R41.00.56>>> Radio still needs one more USB flash drive update. Proceed to [Step 4](#).
- R47.03.26>>> Radio update is complete. Proceed to [Step 26](#).

26. Remove the USB flash drive from the USB port.

27. Cycle the ignition 'Off' and allow vehicle to go to sleep for two minutes.

28. Clear all DTCs that may have been set.

POLICY:

Reimbursable within the provisions of the warranty.

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