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GROUP: 08 - Electrical

DATE: November 6, 2019

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SUBJECT:

UGQ Radio Enhancements

OVERVIEW:

This bulletin involves inspecting and if required, updating the radio software level to 28.31.

MODELS:

2019 (MP) Jeep Compass

NOTE: This bulletin applies to vehicles within the following markets/countries: EMEA

NOTE: This bulletin applies to vehicles equipped with an Uconnect 8.4 navigation radio (Sales Codes UGQ).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- Radio may reset, turn off and then back on.
- Audio inoperative for the entire ignition cycle.
- Language setting reverting from customer set language to Italian language.
- Message displayed "TomTom live services unavailable".
- Frequent pop-ups during startup saying device not connected - Uconnect LIVE.

In addition, the following enhancements are included in this update:

- Bluetooth® improvements.
- Voice Recognition (VR) improvements.
- Audio Improvements.

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 Diagnostic Trouble Codes (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 the symptom/condition listed above, perform the Inspection Procedure.

INSPECTION:

1. Verify the radio software version. Radio must be in Dealer Mode to verify by following these steps:
 - a. Press and hold both lower corners of the display screen, until the Dealer Mode screen appears (approximately seven seconds). Release screen.
 - b. Select "Radio Part Information". The software version will be listed next to "Application Version" (Fig. 1) .



Fig. 1

Radio Software Level Screen

2. Is the radio software level (Application Version) at or higher than 28.31?
 - YES >>> The radio software is already up to date. Normal diagnostic should be performed.
 - NO >>> Proceed to [Step 1](#) of the Repair Procedure.

REPAIR PROCEDURE:

NOTE: A 16GB USB flash drive is required for this update. The normal 4GB USB flash drive will not be sufficient.

1. Has a **16GB** USB flash drive been created?
 - YES >>> Proceed to [Step 9](#).
 - NO >>> Proceed to [Step 2](#).

NOTE: When downloading the navigation software file equipped with a Uconnect 8.4 navigation radio, always select the MAC version, regardless of the computer being used.

2. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.
3. If a security message appears “Do you want to view only the webpage content that was delivered securely?” ([Fig. 2](#)) . Press “No” to continue.



Fig. 2
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.

4. Use a blank USB flash drive with at least 16GB of space. Follow the on-screen instructions to download the software files.

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

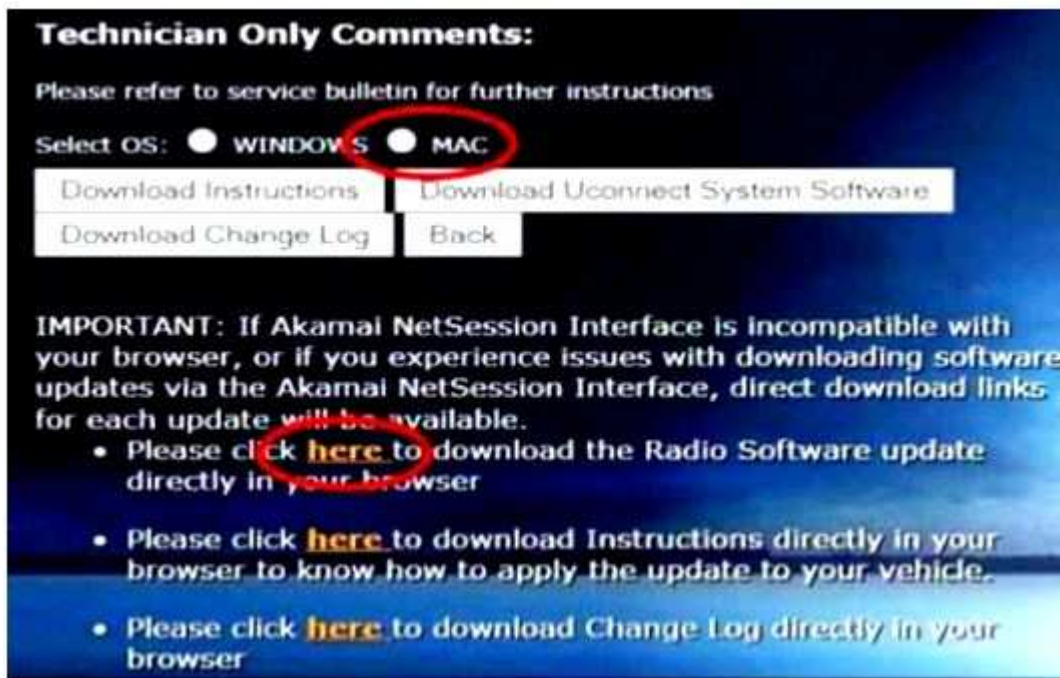


Fig. 3

MAC Download Steps

6. Be sure to download the file to your designated folder before extracting the zip file to the blank USB flash drive.

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

- Unzip all the files to the root folder of USB flash drive. Files should not be within a zip folder. Your USB files should look like (Fig. 4) when you open it, displaying multiple files/folders.

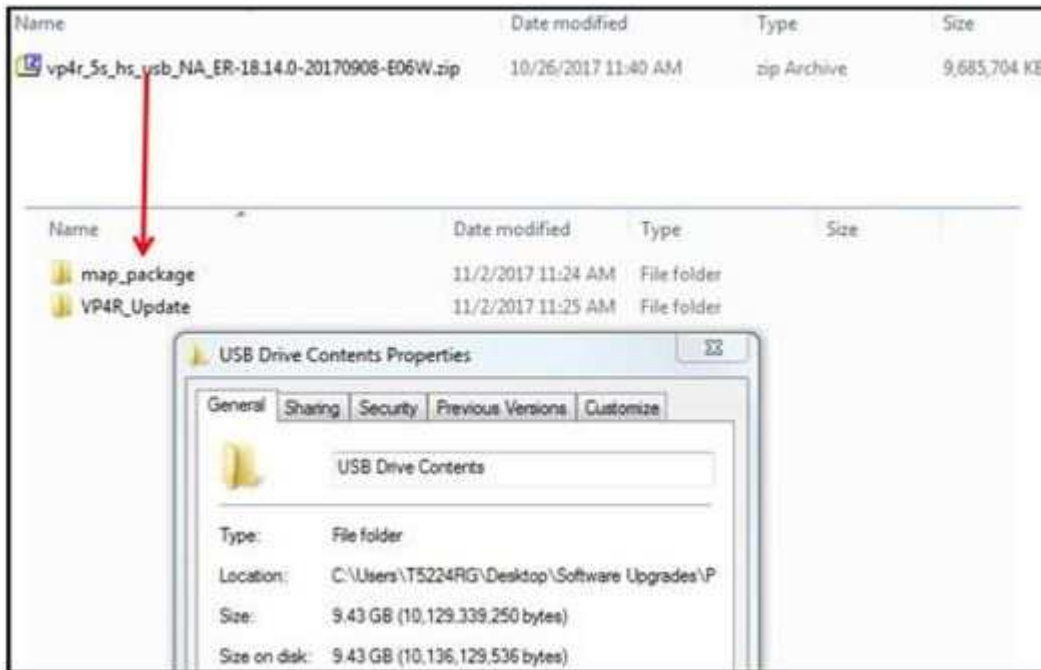


Fig. 4
Files/Folders In The USB Flash Drive

- 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.
- Start the vehicle and insert the correct USB flash drive with new software into the USB port.

CAUTION! Make sure no other device is plugged into any of the USB ports while performing this re-program. If other devices are connected to USB ports during re-programming, it may cause failure of files to be loaded which may cause the radio to need replacement.

10. If the screen in (Fig. 5) is displayed, the USB flash drive was not set up correctly. Use a top name brand USB flash drive, like Kingston and create a new USB flash drive. Start the update again.



Fig. 5
Software Not Compatible

NOTE: This software will update the radio to version 28.31.

11. If the radio software is up to date, the screen in (Fig. 6) will be displayed. Press "OK" and remove the USB flash drive.

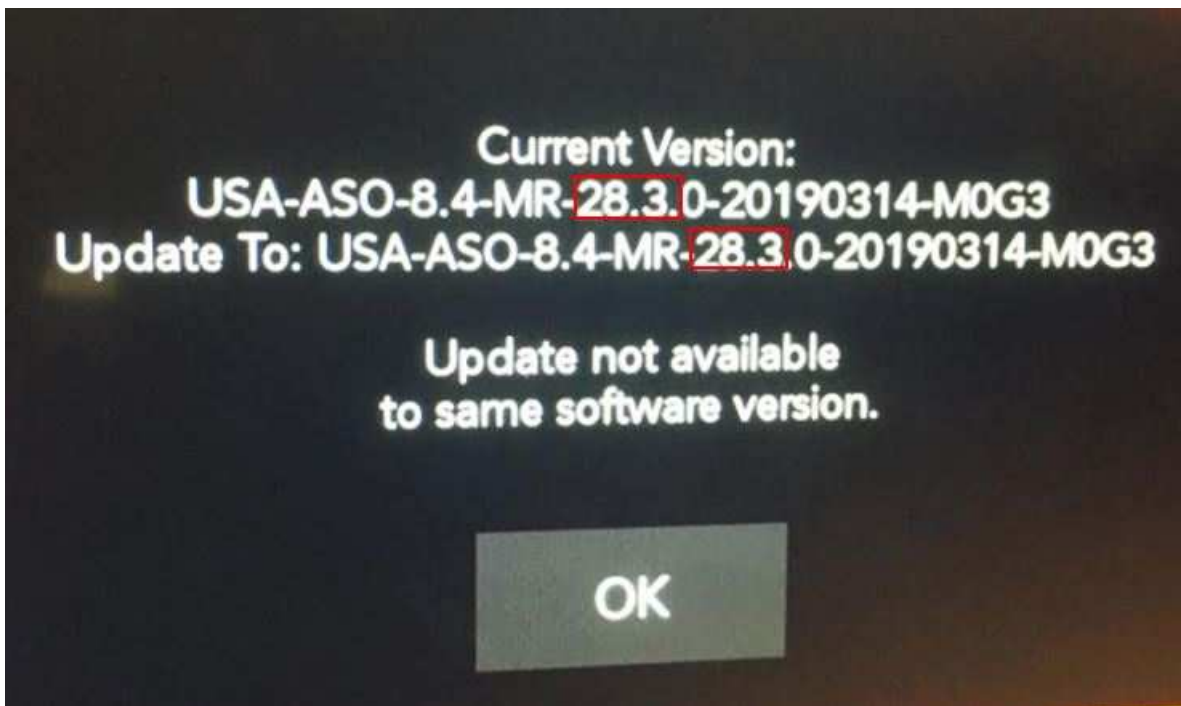


Fig. 6
Screen Displayed When Radio Software Level Is Up To Date

12. Once the system has verified there is an available update, press the “Update Now” button. Make sure the vehicle is in park. **Turn off the ignition, (Fig. 7) .**

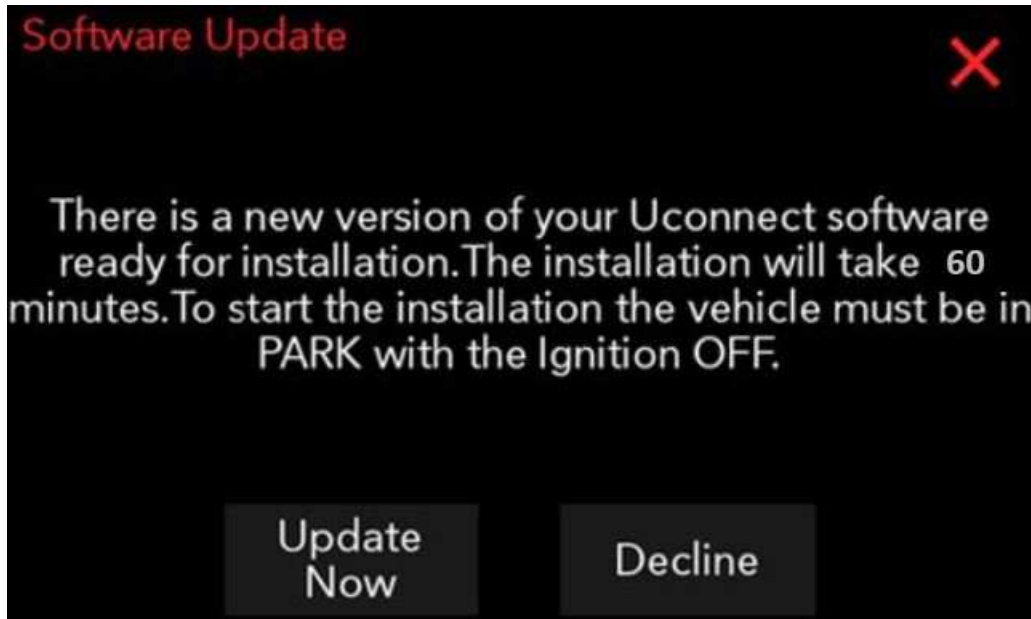


Fig. 7
Software Update Is Available

13. When the radio starts updating, the screen in (Fig. 8) will be displayed.

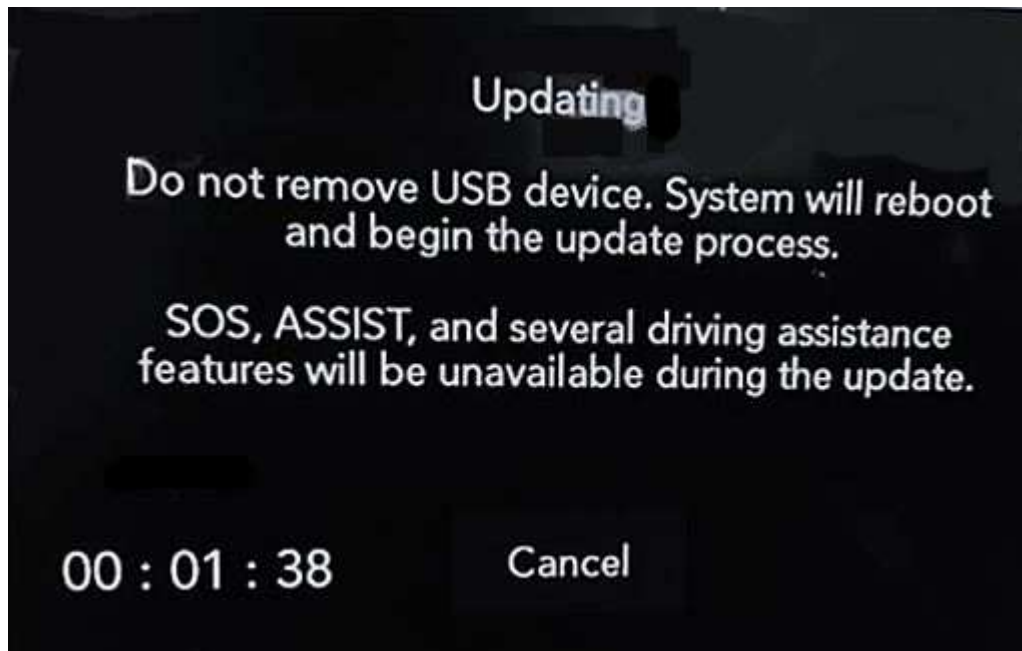


Fig. 8
Radio Update Process Begins

14. The radio will reboot and the update will begin. The update should only take 25 minutes, the timer on the screen may display the incorrect time remaining, (Fig. 9) .

NOTE: The completion indicator may not reach 100%, even though the software update has been completed. Once the software update has finished, the radio and display screen will turn off.



Fig. 9

Software Update In Progress

15. After the update has completed, the radio will shut down. With the USB flash drive still inserted in the USB port, turn the ignition back to the run position. If the radio has been updated correctly, the screen in (Fig. 10) will be displayed. Press "OK" and remove the USB flash drive.



Fig. 10
Radio Software Has Been Updated.

16. Turn off the ignition, open and close the drivers door and let all modules go into a sleep mode.
17. Check if the navigation is working properly. Press the Nav button on the bottom tool bar. See if the navigation map loads properly.
18. If the radio or navigation software didn't update properly or the navigation map doesn't load, attempt the software update one more time. If the software doesn't update properly or the navigation doesn't work, the radio may need to be replaced.

NOTE: After performing the radio update, the radio display screen may have a ghost image that will not clear even after turning off the ignition. This ghost image may appear on any radio screens selected. Do not replace the radio for this concern, turn the vehicle off and allow the radio and vehicle to enter a full power down cycle. A full power down cycle may take between 45 to 60 minutes.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-D5	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
18-60-02-D4	Radio, Software - Create USB Jump Drive From Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	1.6 Hrs.

NOTE: The “One Time Only” LOP is used one time per dealer when downloading the software onto a USB flash drive. The dealer can only use the download LOP, one time for each of the radios listed.

FAILURE CODE:

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

- If the customer’s concern matches the SYMPTOM/CONDITION identified in the 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 Service Bulletin flash/reprogramming conditions.

CC	Customer Concern
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