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GROUP: 08 - Electrical

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SUBJECT:

UAQ and UCQ Radio 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. The radio software will be updated to 34.21.

MODELS:

2020 (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 October 07, 2019 (MDH 1007XX) built on or before July 2, 2020 (MDH 0702XX) equipped with an Uconnect 4C Nav With 8.4” Display radio (Sales Codes UAQ or UCQ).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- Clock not displaying the correct time.
- Intermittently after a quick shift into reverse the rear view camera image does not appear on the display screen.

NOTE: This symptom is very hard to duplicate, the transmission must be shifted from reverse to neutral and back to reverse in less than one second. Issue is also recoverable with a quick ignition cycle.

- GPS unable to load and find locations.
- No audio output coming from the radio.

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 the built-in cellular modem in the radio.

Customers will see a notification on their radio screen when new software is available for their radio (Fig. 1). 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.**



Fig. 1

Software Acceptance Screen

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.

NOTE: If selecting "Schedule Update" the screen below will be displayed. The customer can select the exact time they want the update to begin (Fig. 2).



Fig. 2

Schedule Update Screen

1. The vehicle transmission needs to be in the park position, or have the vehicle in neutral with parking brake engaged if equipped with a manual transmission. The ignition needs to be off.
2. Whether the customer selects "Update Now" or "Schedule Update" (Fig. 2) and sets a time,

they can shut off the vehicle and leave. The update will be completed automatically (Fig. 3) .

NOTE: This step may take several minutes to complete.

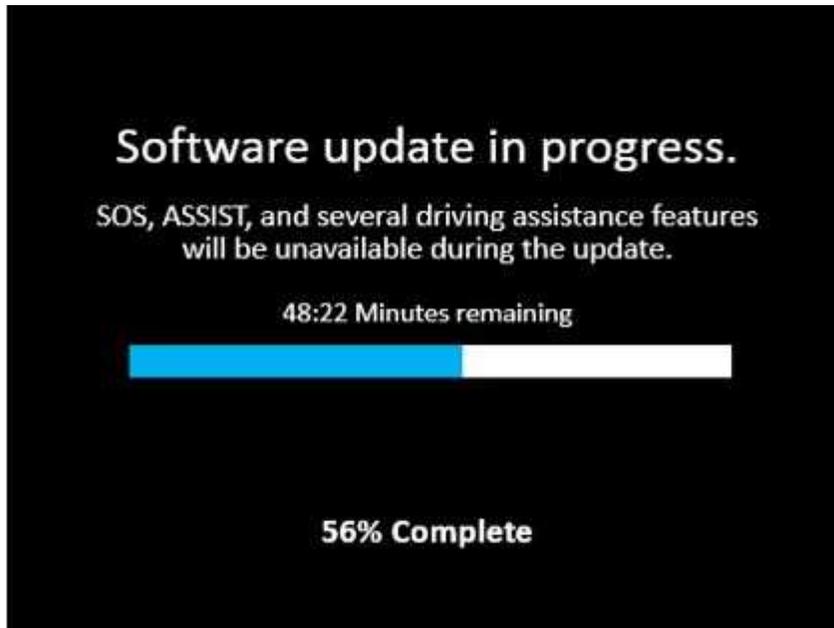


Fig. 3
Update In Progress Screen

3. Upon completion of update, the radio will display a confirmation message (Fig. 4) .



Fig. 4
Update Confirmation Screen

POLICY:
Information Only