



NUMBER: 08-050-21

GROUP: 08 - Electrical

DATE: March 25, 2021

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of FCA US LLC.

This Technical Service Bulletin (TSB) has also been released as a Rapid Response Transmittal (RRT) 21-036, date of issue March 25, 2021. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT 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. This RRT will expire 18 months after the date of issue.

SUBJECT:

UHN Radio Enhancements

OVERVIEW:

This bulletin involves updating the radio software level to R17P.2.

MODELS:

2021 (MV) Jeep Compass (Italy/PHEV)

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

NOTE:

- This bulletin applies to vehicles built on or before March 18, 2021 (MDH 0318XX) equipped with either UCONNECT 5 NAV W 10.1" DISPLAY (ECE) (Sales Code UHN) and Heated Front Seats (Sales Code JPM).

SYMPTOM/CONDITION:

The customer may describe the following

- Not able to turn on the heated front seats. The heated seat icon on the radio display is grayed out.

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 any Diagnostic Trouble Codes (DTCs) or symptom conditions, other than the one listed above is present, record the issues on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair.

REPAIR PROCEDURE:

1. Verify the radio software version.

NOTE: Check that the pre-delivery inspection (PDI/MAPO) has been carried out and that logistics mode has been deactivated.

2. On the radio display menu, select “Vehicle” then “System Information” (Fig. 1) .



Fig. 1
System Information

3. Then select “Version Information” (Fig. 2) .



Fig. 2
Version Information

4. Check what the software level is at (FCA-MY21.R17.17-PROD) (Fig. 3) .

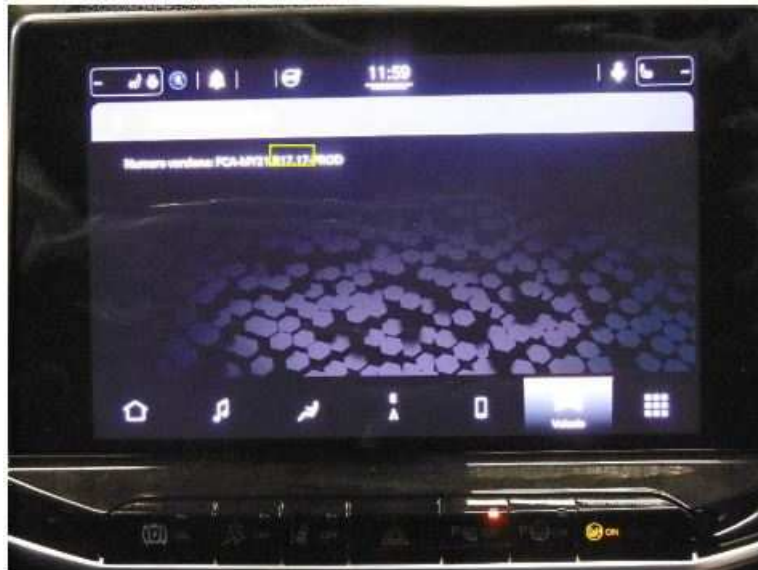


Fig. 3
Software Version

5. What is the radio software level?
- R17P.2 >>> The radio is already up to date. Use inspection LOP (18-60-02-GM) to close the active RRT.
 - R17.17 >>> The radio needs to be updated, proceed to [Step 6](#).
6. Has the USB flash drive been created for this software update?
- YES >>> Proceed to [Step 7](#).
 - NO >>> Proceed to [Step 13](#).
7. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.
8. If a security message appears “Do you want to view only the web page content that was delivered securely?” (Fig. 4) . Press “No” to continue.



Fig. 4
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.

9. Use one blank USB flash drive (type USB 3.0 formatted in NTFS mode) with at least 32GB of space for each software file. Follow the on-screen instructions to download the software files.
10. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads (Fig. 5) .



Fig. 5
MAC Download Steps

NOTE: When downloading the software to the USB flash drive make sure NOT to unzip the files.

11. Put the **zipped** file to the root folder of the USB flash drive.
12. Once the USB flash drive is created, it's recommended to label the USB flash drive with the bulletin number and proper software level.

CAUTION! Make sure no other device is plugged into any of the USB ports while performing this update. 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.

13. Crank the engine on and put the transmission into "P" position. Leave the doors unlocked and turn off the climate controls.
14. Turn on the radio and tap "Accept" on the radio display to confirm the disclaimer conditions.

15. Put the USB flash drive with the correct software into the USB port (Fig. 6) .



Fig. 6
USB Port Location

16. A pop-up will appear on the radio display. Press “Update Now” to start the update procedure (Fig. 7) .

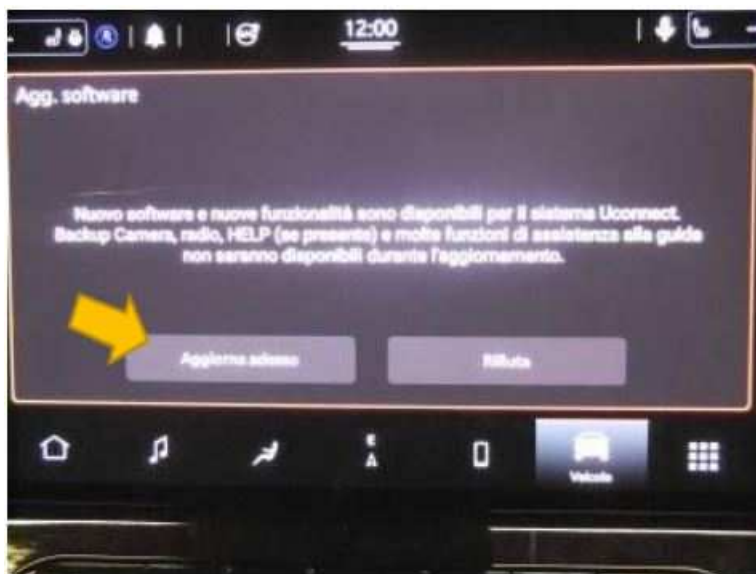


Fig. 7
Update Now

17. Another pop-up will appear on the radio display, warning the user not to remove the USB flash drive during the update Press on “Continue” to proceed with the update (Fig. 8) .



Fig. 8
Warning Pop UP

18. The update should take 30 to 35 minutes, check progress until it reaches 100% (Fig. 9) .



Fig. 9
Progress Bar

19. Once the update is completed a pop up will appear to confirm the radio update is completed, press "OK" to continue (Fig. 10) .

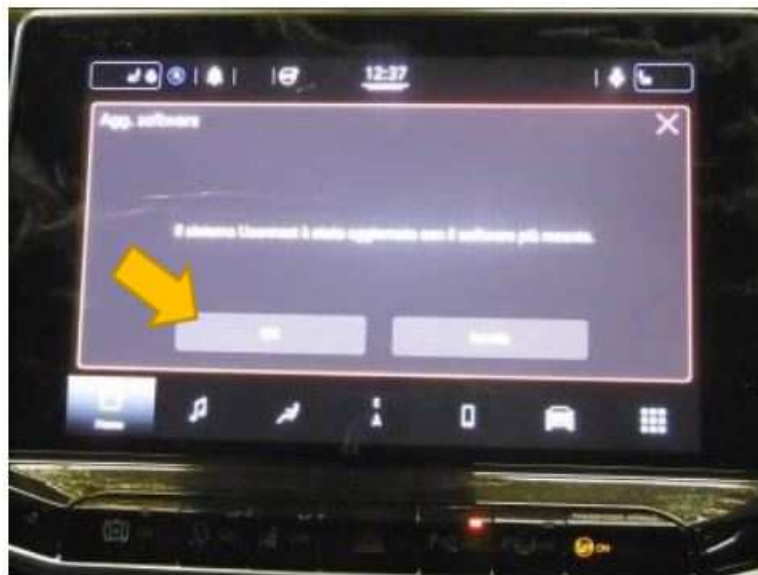


Fig. 10
Update Has Been Completed

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

NOTE: If the update has been unsuccessful, re-download the SW from the portal and repeat the update procedure. This can happen because the software is very large and the kit file may be corrupted if there are network connection issues while it is downloading.

21. Once the software installation is complete, reset the car radio to factory settings via the car radio menu. Select "Settings", "Reset", then "Factory Settings" (Fig. 11) .



Fig. 11
Reset Factory Settings

22. Turn off the vehicle and wait five minutes for the radio to turn off.

NOTE: If the "Restart Radio" function is missing from the settings menu, press the on/off button on the volume knob for about 15 seconds to restart the car radio.

23. Restart the radio via the menu. Select “Setting”, “Reset”, and then “Restart Radio”. A pop up will appear warning that the radio will be reset to Factory Settings. Select “Yes” (Fig. 12) .



Fig. 12
Restart Radio

24. Verify the radio software version.
25. On the radio Display menu, select “Vehicle” then “System Information” (Fig. 13) .



Fig. 13
System Information

26. Then select “Version Information” (Fig. 14) .



Fig. 14
Version Information

27. Check what software level the is at (FCA-MY21.R17P.2-PROD) (Fig. 15) .



Fig. 15
Software Version

28. If the radio software version is shown as R17P.2, the radio has been updated successfully.
29. Make sure that all the widgets and EV pages are in place.
30. If any faults occur, restart the car radio again.
31. Turn off the vehicle, this bulletin has been completed.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-GM	Radio, Inspect Software Level Only (0 - Introduction)	6 - Electrical and Body Systems	0.1 Hrs.
18-60-02-GN	Radio, Inspect Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.

FAILURE CODE:

The dealer must choose which failure code to use depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.

- The “RF” failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.
- The failure code “RF” (Required Flash) can no longer be used on Service Bulletin flashes. **The “RF” failure code must be used on an RRT.**
- 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 must be supplied.

RF	Required Flash - RRT
CC	Customer Concern