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 Sold and Un-Sold 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. This RSU will expire 18 months after the date of issue.

SUBJECT:
UBE, UEE, UBU, UEU, UFE, UPE, UFU and UPU Radio Enhancements

OVERVIEW:
This bulletin involves updating the radio with the latest available software.

MODELS:

2022	(MP)	Jeep Compass

NOTE: This bulletin applies to vehicles within the following markets/countries: North American, EMEA and LATAM.

NOTE: This bulletin applies to vehicles built on or before February 02, 2022 (MDH 0202XX) equipped one of the following radios:

- **Uconnect 5 W 8.4″ Display (Sales Codes UBE, UEE, UFE and UPE).**
- **Uconnect 5 W 10.1″ Display (Sales Code UBU, UEU, UFU and UPU).**

SYMPTOM/CONDITION:
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.

Customer may also experience one or more of the following:

- Auto button on climate control screen not present.
- When Voice Recognition button is pressed on radio, wrong message is displayed. Displays 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 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 can't navigate to other channels using soft keys or knob.

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 a customer's VIN is listed in VIP or your RSU VIN list, perform the inspection procedure. **This RSU only applies to vehicles on the RSU VIN list.**

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) .
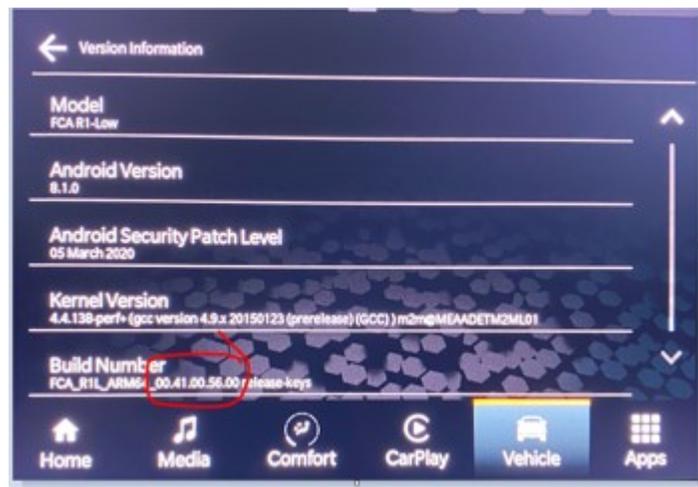
Fig. 1
Software Version

2. Is the software compatible for the update?

   - YES>>> The software version is below R41.00.56. Proceed to Step 1 of the repair procedure below.
   - NO>>> If the software version is at or above R41.00.56, the radio is already at updated software. This bulletin has been completed.

REPAIR PROCEDURE:

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.

1. Is the vehicle on the RSU VIN list?
   - YES >>> Proceed to Step 2.
   - NO >>> This bulletin does not apply.
2. Reprogram the radio with the latest software R41.00.56 via USB.
3. Has a **4 GB** USB flash drive been created?
   - YES >>> Proceed to Step 15.
   - 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".
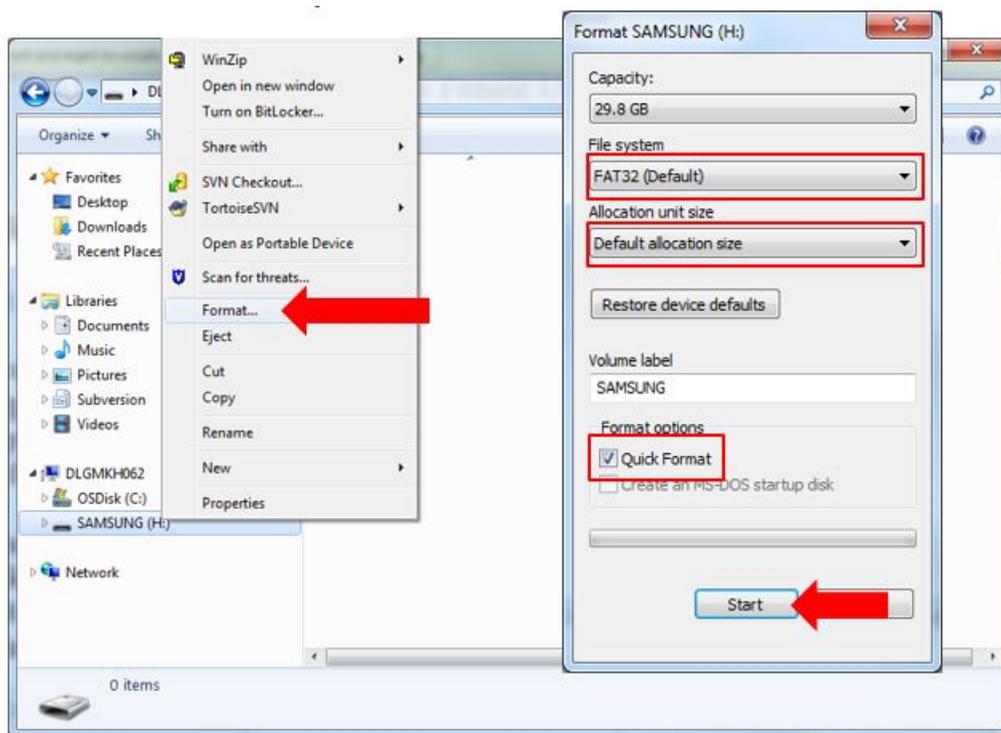
Fig. 2
Formatting The USB Flash Drive

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 web page 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.

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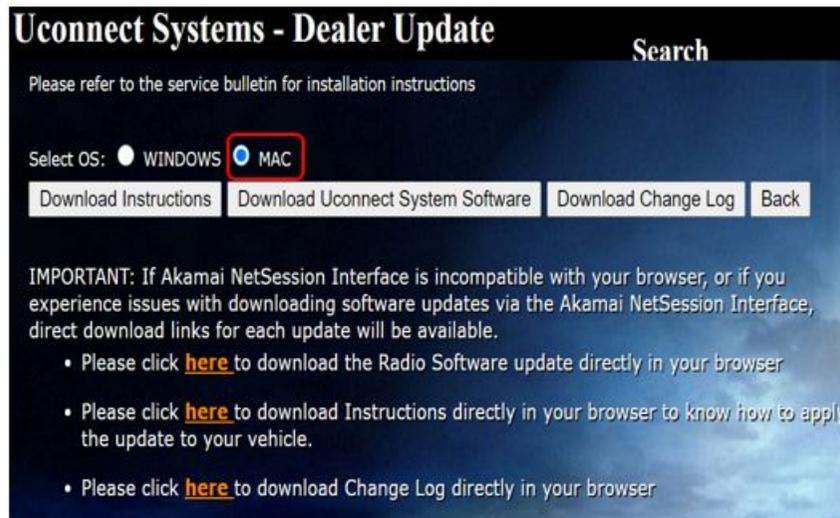
Fig. 4
MAC Download Steps

9. Be sure to download the file to your designated folder before extracting the zip file to the blank USB flash drive (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.
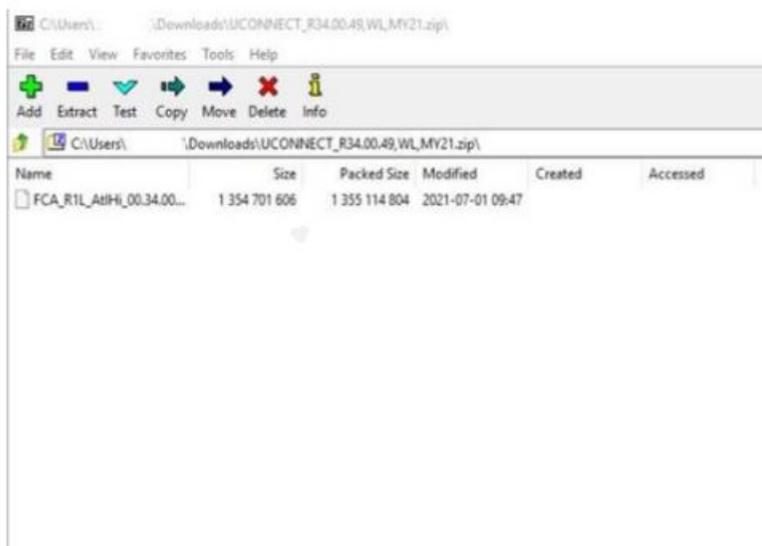
Fig. 5
Zip File

10. Unzip the file to the root folder of USB flash drive. File should not be within a zip folder. Your USB file should look like when you open it. Unzip the file to the root folder of USB flash drive. File should not be within a zip folder. Your USB file should be look like when you open it (Fig. 6) .

    NOTE: It may take a few minutes for an accurate extract time to be displayed.
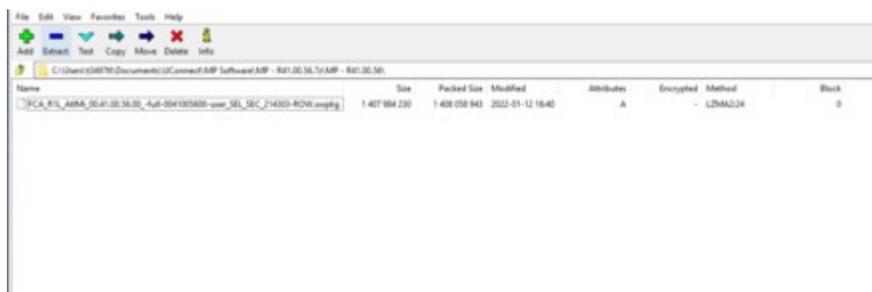
Fig. 6
Extract File To USB

11. Once the file is extracted to the USB flash drive flash drive, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Code.

CAUTION! Eject the USB flash drive properly from your PC. Failure to eject the USB flash drive properly may result in an improper file byte size and cause the update to not fully download.

12. Perform the following steps to properly eject the USB flash drive (Fig. 7) :
   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. 7
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. 8) .

Fig. 8
Home Screen

CAUTION! Ensure no other device is plugged into any of the USB ports while performing this update. If other devices are connected to the USB ports during the update, it may cause failure of files to be loaded. Failure to do so may cause the radio to need replacement.

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. 9) .
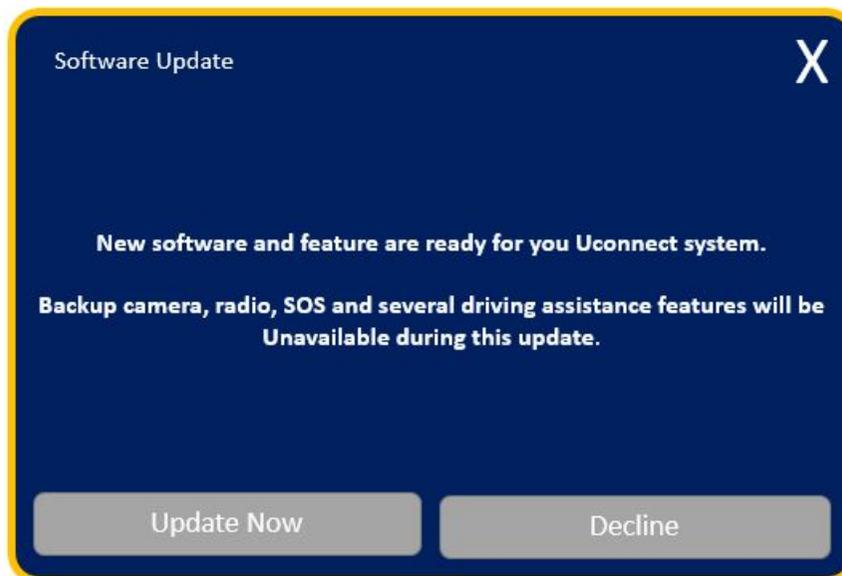
Fig. 9
Software Update Screen

19. Select "Update Now".

20. The radio will prompt you if you want to continue updating to the newer software (Fig. 10) .
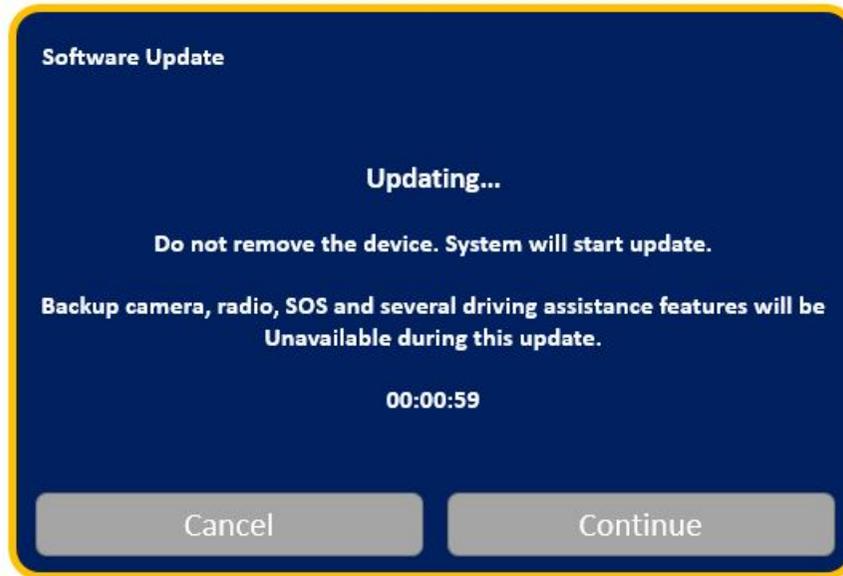
Fig. 10
Software Updating Screen

21. Select "Continue" (Fig. 11) .

Fig. 11
Installing Update Screen

22. The update will take approximately 15-20 minutes (Fig. 12) .
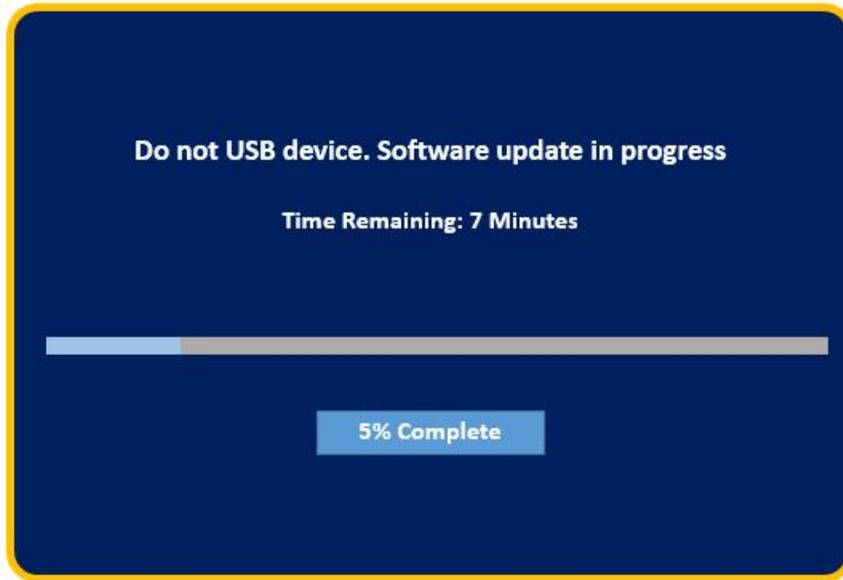
Fig. 12
Update In Progress Screen

23. The radio will reboot and you will observe the update screen after the splash screen once the update has been successful (Fig. 13) .
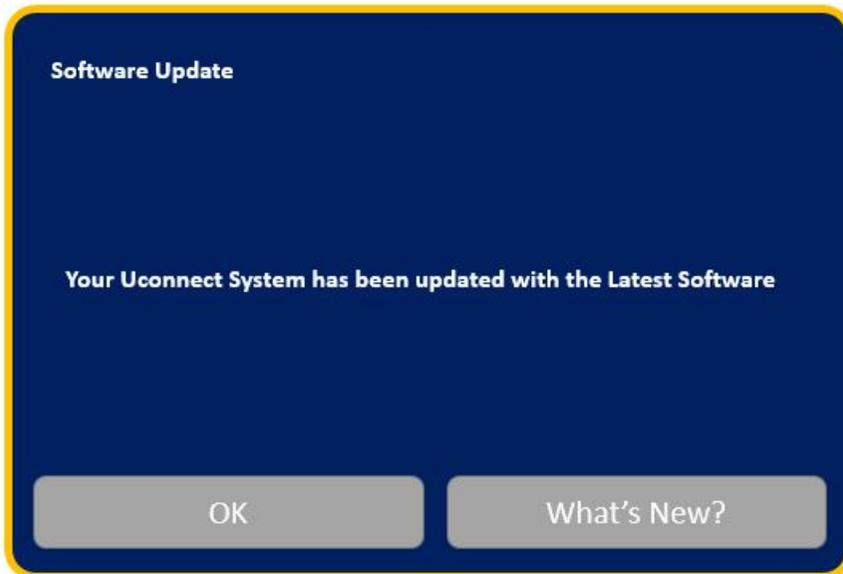
Fig. 13
Software Updated Screen

24. Select "What's new" to confirm the software has been updated to R41.00.56 (Fig. 14) .
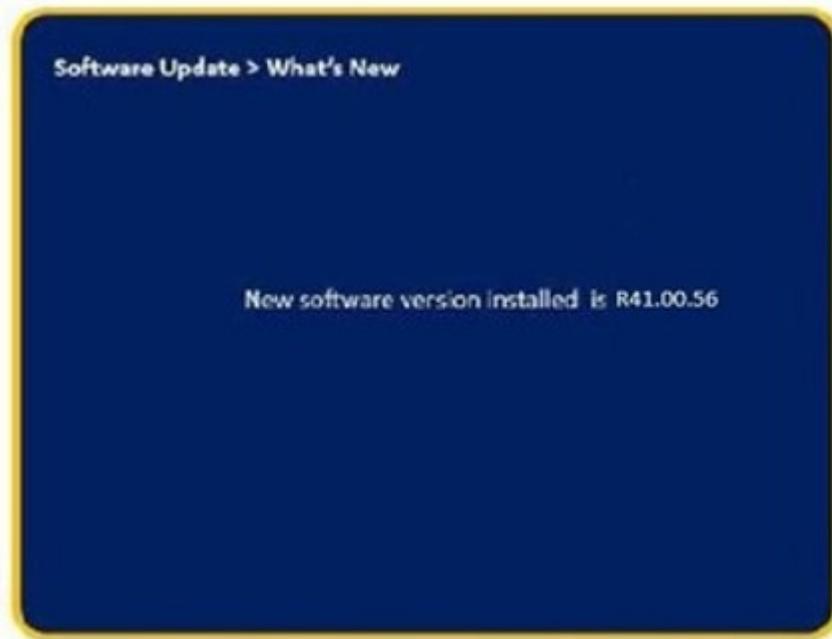
Fig. 14
What's New Screen

25. Remove the USB flash drive from the USB port.
26. Cycle the ignition 'Off' and allow vehicle to go to sleep for two minutes.
27. Clear all DTCs that may have been set.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-9Y	Radio, Software - Create USB Jump Drive From Uconnect Website **(One Time Only)** (0 - Introduction)	6 - Electrical and Body Systems	0.4 Hrs.
18-60-02-9Z	Radio, Check Software Level (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-A1	Radio, Check Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.

FAILURE CODE:

The dealer must choose which failure code to use depending on if this is a Rapid Service Update (RSU) or Technical 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 RSU.
- The failure code "RF" (Required Flash) can no longer be used on Technical Service Bulletin flashes. **The "RF" failure code must be used on an RSU.**
- If the customer's concern matches the SYMPTOM/CONDITION identified in the Technical Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C's must be supplied.

RF	Required Flash - RSU
CC	Customer Concern