

REFERENCE:	TSB: 08-235-22 GROUP 08 - Electrical	Date:	December 21, 2022	REVISION:	08-083-18 REV. B
VEHICLES AFFECTED:	<p>2017 - 2018 (MP) Jeep Compass</p> <p>NOTE:This bulletin applies to vehicles built on or before January 12, 2018 (MDH 0112XX) equipped with a Uconnect 4C Nav With 8.4” Display radio (Sales Codes UDQ or UGQ).</p> <p>NOTE:This bulletin applies to vehicles built on or before January 20, 2018 (MDH 0120XX) equipped with a Uconnect 4C Nav With 8.4” Display radio (Sales Codes UAQ).</p> <p>NOTE:This bulletin applies to vehicles built on or before July 18, 2018 (MDH 0718CC) equipped with a Uconnect 4C Nav With 8.4” Display radio (Sales Codes UCQ).</p>			MARKET APPLICABILITY:	
				<input checked="" type="checkbox"/> NA	<input checked="" type="checkbox"/> MEA
				<input checked="" type="checkbox"/> SA	<input type="checkbox"/> IAP
				<input checked="" type="checkbox"/> EE	<input type="checkbox"/> CH
CUSTOMER SYMPTOM:	<p>Customers may experience one or more of the following:</p> <ul style="list-style-type: none"> • **Wi-Fi hotspot connection failure (UAQ and UCA). • Mobile Station Integrated Services Digital Network (MSISDN) missing from radio, no connected services working (UAQ and UCA)..** • Navigation voice prompts are in a different language than what is set • Radio may reset or go blank (Rear View Camera (RVC) not affected). • Unable to enter non-alphanumeric (Emoji) characters into the Bluetooth phone book for caller's name. • Unable to communicate with the radio using wiTECH. 				
CAUSE:	Radio software				

This bulletin supersedes Technical Service Bulletins (TSBs) 08-083-18 REV. B, date of issue September 26, 2018, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include new software level, additional symptoms and LOPs

This Technical Service Bulletin (TSB) has also been released as a Rapid Service Update (RSU) 17-093. 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.

REPAIR SUMMARY:

This bulletin involves inspecting and if required, updating the radio software level to 18.7 (UGQ or UDQ)

18.8 (UAQ or UCQ).

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
**18-60-03-9I	Radio, Software - Create USB Flash Drive From Uconnect Website (One Time Only) UAQ (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-03-9K	Radio, Software - Create USB Flash Drive From Uconnect Website (One Time Only) UCQ (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-03-9H	Radio, Inspect Software Level and Perform Software Update (Sales Code UCQ Only) (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
18-60-03-9G	Radio, Inspect Software Level and Perform Software Update (Sales Code UAQ Only) (0 - Introduction)	6 - Electrical and Body Systems	0.7 Hrs.**
18-60-02-UR	Radio, Software - Create USB Flash Drive From Uconnect Website (One Time Only) UGQ Radio (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-UQ	Radio, Inspect Software Level and Perform Software Update (Sales Code UGQ with Jump Package software) (0 - Introduction)	6 - Electrical and Body Systems	0.7 Hrs.
18-60-02-PM	Radio, Software - Create USB Flash Drive From Uconnect Website (One Time Only) UDQ (0 - Introduction)	6 - Electrical and Body Systems	1.1 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 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:

CAUTION! The repair procedure must be followed step by step. If the radio is not updated with the correct software level at the correct time the radio can be damaged. If the radio was damaged by not following the repair procedure the radio may need to be replaced.

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 18.7 (UGQ or UDQ) **18.8 (UAQ or UCQ)** or higher?
 - YES >>> The radio software is already up to date. Normal diagnostics should be performed.
 - NO >>> The radio will need to be updated. Proceed to [Step 3](#) of the Inspection Procedure.
3. Does the vehicle have a UGQ radio?
 - YES>>> Proceed to [Step 4](#) of the Inspection Procedure.
 - NO>>> Proceed to [Step 1](#) of the Repair Procedure

4. While in Dealer Mode, go to “Navigation” and check the ‘Map Database’ version.
5. Is the ‘Map Database’ version “Content_EU_HM_16Q4”?
 - YES>>> Jump Package software is up to date. Perform normal software radio update. Proceed to [Step 1](#) of the Repair Procedure
 - NO>>> First update the radio software with the Jump Package software (Uconnect_8.4_MY17MP_JumpPackage). Then update the radio with existing 18.7 software. Proceed to [Step 1](#) of the Repair Procedure.

REPAIR PROCEDURE:

1. Using wiTECH create a Vehicle Scan Report and save a copy to the work order.
2. Has a **16GB** USB flash drive(s) been created?
 - YES >>> Proceed to [Step 9](#).
 - NO >>> Proceed to [Step 3](#).

NOTE: When downloading the software file from the Uconnect site, always select the MAC version, regardless of the computer being used.

3. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.

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 one blank USB flash drive with at least 16GB of space for each software update. 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. 2](#)) .

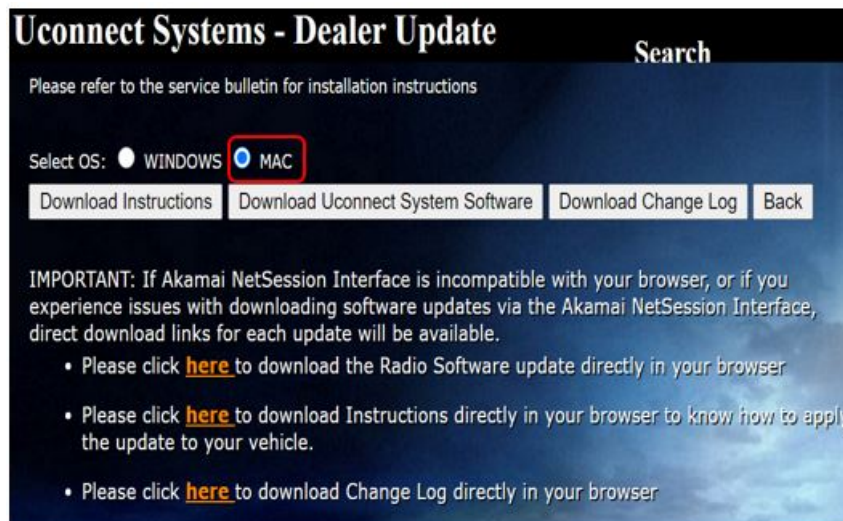


Fig. 2
MAC Download Steps

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 cannot be on the same USB flash drive.

7. 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 (Fig. 3) when you open it.

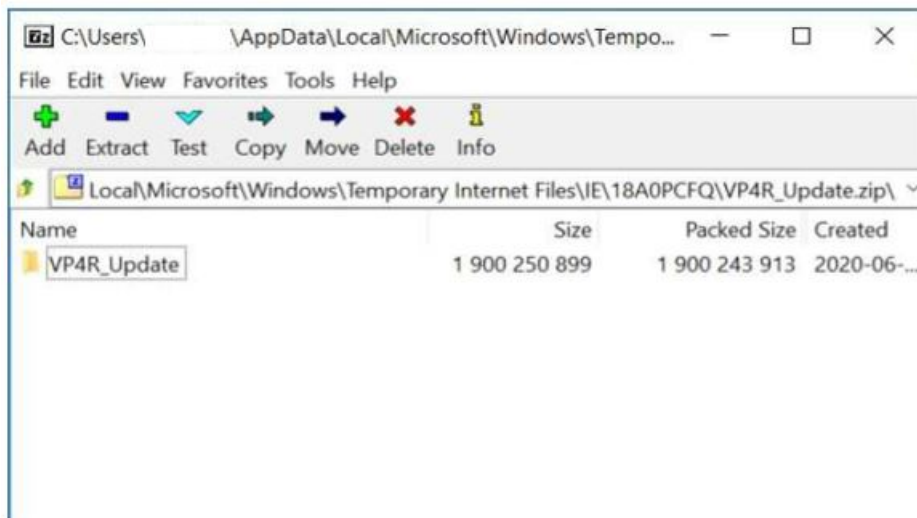


Fig. 3
Files/Folders In The USB Flash Drive

8. Once the file is extracted to the USB flash drive, it's recommended to label the USB flash drive with the bulletin number and proper software level.
9. 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 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.

10. If the screen in (Fig. 4) is displayed, the USB flash drive was not set up correctly. Use a top name brand USB flash drive, like Kingston, create a new USB flash drive and start the update again.



Fig. 4
Software Not Compatible Screen

11. If the radio software is already up to date, the screen in (Fig. 5) will be displayed. Press “OK” and remove the USB flash drive.

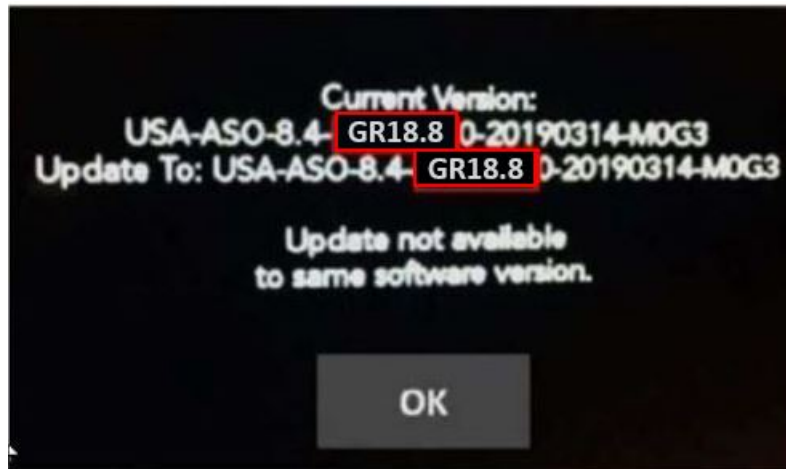


Fig. 5

Screen Displayed When Radio Software Level Is Up To Date

NOTE: If the ignition is turned off before the two minutes has expired, the software update will be canceled. The ignition does not have to be turned off to perform this updated. (Fig. 7) .

12. Once the system has verified there is an available update, press the “Update Now” button. Make sure the vehicle is in park, **DO NOT** turn off the ignition (Fig. 6) .

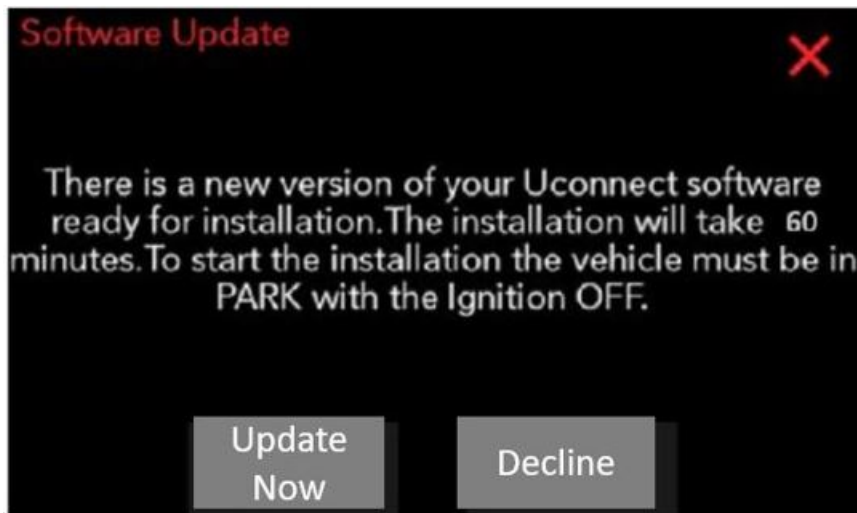


Fig. 6

Software Update Is Available

13. When the radio starts updating, the screen in (Fig. 7) will be displayed.

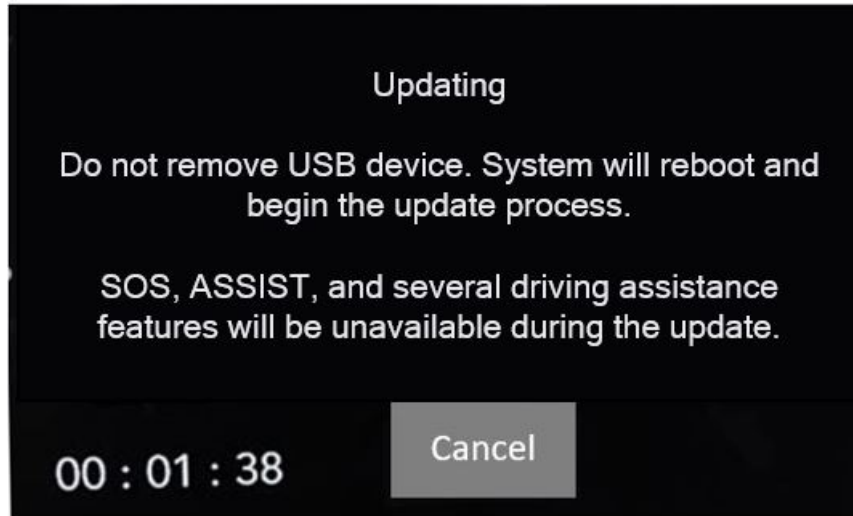


Fig. 7
Updating Screen

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. 8) .

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.

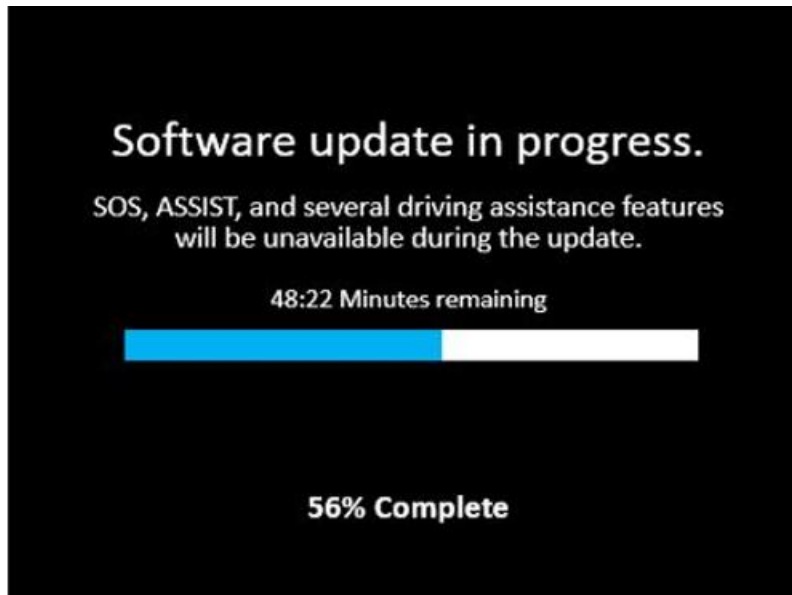


Fig. 8
Software Update In Progress

15. After the update has completed, the radio will shut down. With the USB flash drive still inserted in the USB port, cycle the ignition back (if it was turn off) to the run position. If the radio software was updated correctly the “Current Version:” and the “Update To:” software levels in (Fig. 9) will display the identical software level. Press “OK” and remove the USB flash drive.

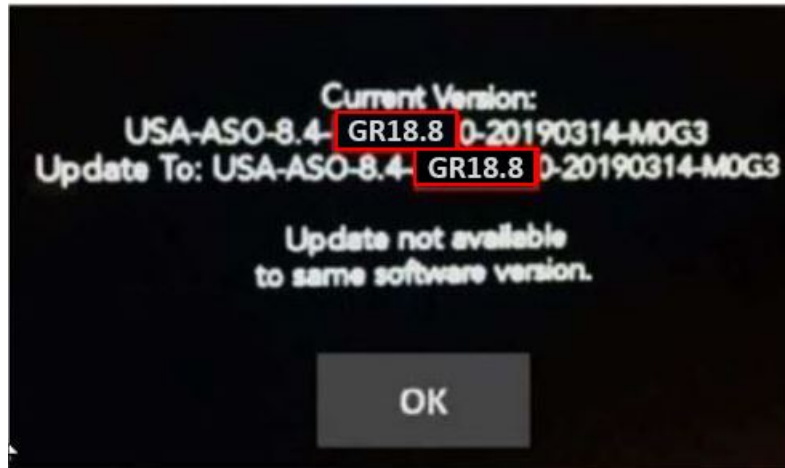


Fig. 9

Radio Software Has Been Updated

16. Was the Jump Package update performed on a UGQ radio?
- YES>>> Perform normal software update. Proceed to [Step 9](#) of the Repair Procedure.
 - NO>>> Proceed to [Step 17](#)
17. Is the radio software level 18.7 (UGQ or UDQ) **18.8 (UAQ or UCQ)**?
- YES >>> The radio software is up to date. Proceed to [Step 18](#)
 - NO >>> Try and update the radio software one more time. Proceed to [Step 9](#) of the Repair Procedure.
18. Cycle off the ignition, open and close the driver door and let all modules go into a sleep mode.
19. Check if the navigation is working properly by pressing the ‘Nav’ button on the bottom tool bar. Verify the navigation map loads properly.
20. 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.
- 21.
22. Using wiTECH, clear all DTCs that may have been set in any module due to reprogramming.
23. Using wiTECH create another Vehicle Scan Report and save a copy to the work order.

POLICY:

Reimbursable within the provisions of the warranty.

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