

REFERENCE:	TSB: 08-002-23 GROUP 08 - Electrical	Date:	January 5, 2023	REVISION:	-
VEHICLES AFFECTED:	2022 (MP) Jeep Compass NOTE: This bulletin applies to vehicles built on or before October 31, 2022 (MDH 1031XX) equipped with Uconnect 5 NAV W 10.19" Display (Sales Codes UBN or UEN).			MARKET APPLICABILITY: <input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA <input type="checkbox"/> SA <input type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH	
CUSTOMER SYMPTOM:	<ul style="list-style-type: none"> • Voice Recognition (VR) inoperative. • Phone browse seek inoperative. • Profile screen crashes. • Radio display inoperative (rear view camera still operable). • Overlapping media icons. • Keyboard not working properly in Arabic. • Unable to add new widgets pages when set to Arabic language. • Radio operation system notification shown. • End call popup inoperative. • Drop in volume levels. • Phone Repetition in cluster inoperative. • Black screen (rear view camera still operable). • Media sources not displayed. • Autoplay inoperative when device is connected via USB. • Radio reset (rear view camera still operable). • Navigation page blank. • Incorrect "Vehicle in Motion" HMI message displayed. • Text overlap with media source favorites. • Keyboard remains on. • Notification menu not displayed. • Status bar blank. • No audio from media source. • Wireless Android Auto® and CarPlay® inoperative. • Phone contact name misaligned. • Incorrect POI navigation routing. • Media source text misaligned. • Radio favorites inoperative. • Vehicle menu not accessible with Ignition on. • Screen turns off during "Assist Call" (rear view camera still operable). • Phone call does not transfer at ignition off. • SXM® radio inoperative. • Radio off setting malfunctioning. • Memory seat recall missing. • Climate settings not matching hardkeys. • Media sources will not change. • Two media sources highlighted. • Wi-Fi Hotspot inoperative. • Unable to delete user profile. • Missing Uconnect phone contacts. • Uconnect phone inoperative. 				

CAUSE:	Radio Software
---------------	----------------

REPAIR SUMMARY:

This bulletin provides information regarding the latest Firmware 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 from R17.98 or R17.99 to R26.17.

NOTE: National launch for this FOTA update is expected to begin January 13, 2023.

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 a built-in cellular modem in the vehicle. 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.

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.

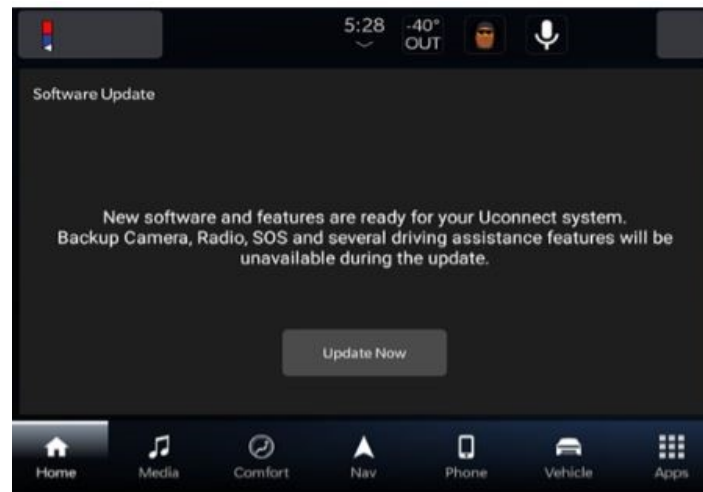


Fig. 1
Software Acceptance Screen

1. The vehicle needs to be in 'park'. The ignition needs to be in the off position.
2. If the customer selects "Update Now" they can shut off the vehicle and leave. The update will be completed automatically.

NOTE: This step may take several minutes to complete.

3. Upon completion of update, the radio will display a confirmation message (Fig. 2) .

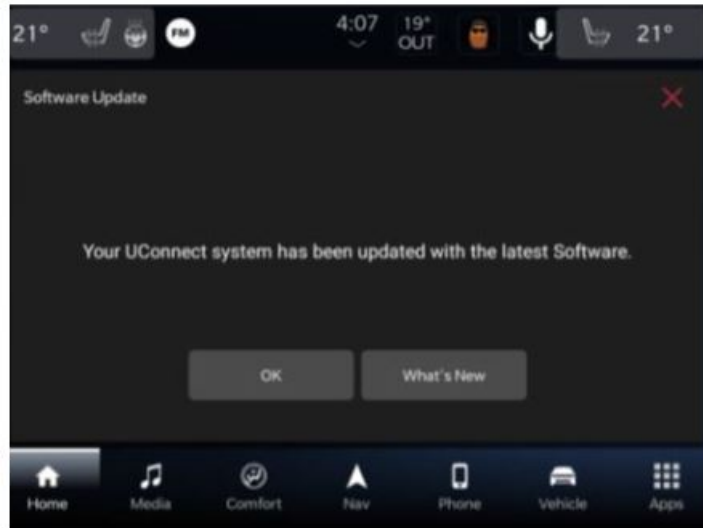


Fig. 2
Software Update Confirmation Screen

POLICY:
Information Only

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.