

## Technical Service Bulletin (TSB)

# Radio Over The Air S26.17 Updating to T25.48 Software Version

REFERENCE:	<b>TSB</b> : 08-143-23 <b>GROUP</b> 08 - Electrical	Date:	June 10, 2023	REVISION:	_
VEHICLES AFFECTED:	2022 - 2023 (MP) Jeep Compass This bulletin applies to vehicles built on or before March 17, 2023 (MDH 0317XX) equipped with Uconnect 5 NAV W 10.19" Display (Sales Codes UBN, UEN or RDG) with Global Telematics Box Module (TBM) (Sales Code RDG).			MARKET AF  NA  SA  EE	PLICABILITY:
CUSTOMER SYMPTOM:	<ul> <li>Unable to exit FamCam.</li> <li>EV pages inoperable.</li> <li>Ambient lights setting inoperable.</li> <li>Radio reset.</li> <li>Voice Recognition (VR) inoperable.</li> <li>Scheduled cabin cooling inoperable.</li> <li>Unable to exit EV pages.</li> <li>Audio sources inoperable.</li> <li>Wireless CarPlay® inoperable.</li> <li>Setting preferences not saved on correct profile.</li> <li>Audio loss.</li> </ul>				
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 S26.17 to T25.48.

NOTE: The National campaign for this FOTA update launched June 26, 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 Technical Service Bulletin to inform the dealer how the FOTA update is performed. This document does not contain a LOP for reimbursement.

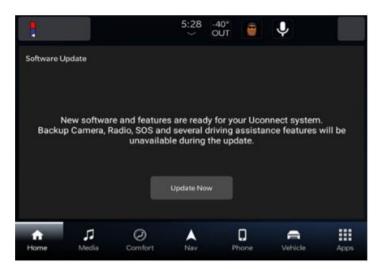


Fig. 1 Software Update Screen

- 1. The vehicle needs to be in park and the ignition 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 (Fig. 1) .

# NOTE: This step may take several minutes to complete.

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

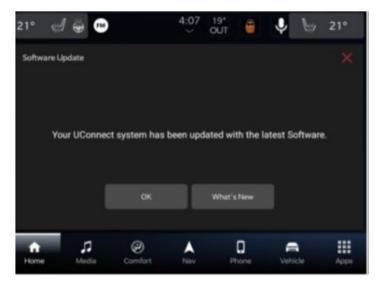


Fig. 2
Software Update Confirmation Screen

### **POLICY:**

Information Only

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