

REFERENCE:	TSB: 08-065-23 REV. B GROUP 08 - Electrical	Date:	August 30, 2023	REVISION:	08-065-23 REV. A						
VEHICLES AFFECTED:	2022 - **2023** (MP) Jeep Compass This bulletin applies to vehicles equipped with one of the following radios: <ul style="list-style-type: none"> • Uconnect 5 NAV W 10.1" Display (Sales Codes UBN, UEN or UFN). 			MARKET APPLICABILITY: <table style="width: 100%; border: none;"> <tr> <td><input checked="" type="checkbox"/> NA</td> <td><input type="checkbox"/> MEA</td> </tr> <tr> <td><input type="checkbox"/> SA</td> <td><input type="checkbox"/> IAP</td> </tr> <tr> <td><input type="checkbox"/> EE</td> <td><input type="checkbox"/> CH</td> </tr> </table>		<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
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<input type="checkbox"/> EE	<input type="checkbox"/> CH										
CUSTOMER SYMPTOM:	<p>The customer may describe one or more of the following:</p> <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. • SXMT 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. 										

	<ul style="list-style-type: none"> • Uconnect phone inoperative.
CAUSE:	Radio software

This bulletin supersedes Technical Service Bulletin (TSB) 08-065-23 REV. A, date of issue March 23, 2023, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include new LOPs, new software and updated vehicle model year.

REPAIR SUMMARY:

This bulletin involves inspecting the software level and updating the software to ****T25.48****.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-F2-AT	Radio, Software - Create USB Jump Drive from Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
**18-60-F2-AU	Radio, Inspect Software Level and Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.5 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 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 any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

REPAIR PROCEDURE:

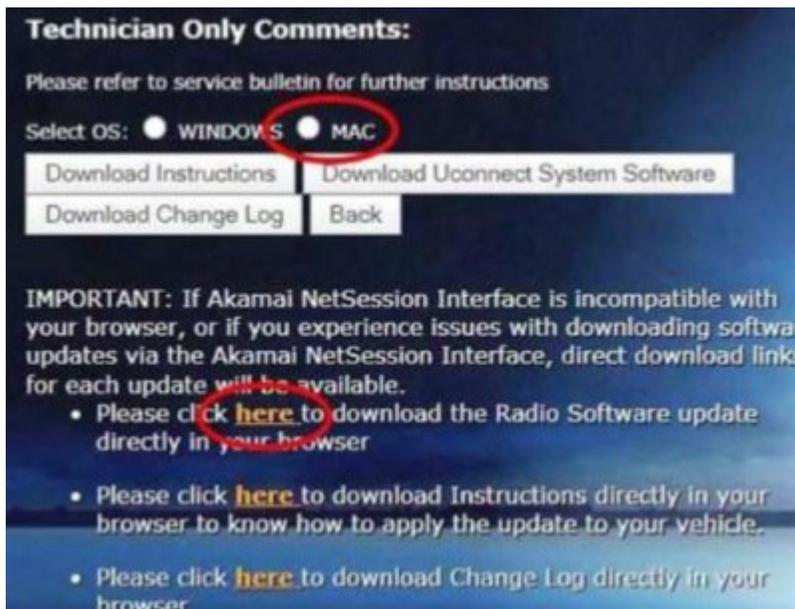
NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Check if the radio software has been updated. Go to “Vehicle Settings” then select “System Information” and look for “Radio Version”.
2. Was the radio updated to ****T25.48****?
 - YES >>> This bulletin does not pertain, normal diagnostic should be performed.
 - NO >>> Proceed to [Step 3](#).
3. Has a **32GB** USB flash drive been created?
 - YES >>> Proceed to [Step 11](#).
 - NO >>> Proceed to [Step 4](#).
4. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information>Dealer software downloads to download the files.
5. Use a blank USB flash drive with at least 32GB of space. Follow the on-screen instructions to download the software files.

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

6. Download the software update file to your local PC’s desktop. Make sure to select the “MAC” radial button for all downloads ([Fig. 1](#)) .



**Fig. 1
MAC Download Steps**

7. Download the radio SW from DealerConnect to a blank USB flash drive. The USB flash drive should be at least 32GB and formatted to **FAT32**.
8. **Do not unzip** the folder/file and move all contents to the root directory of the USB.
9. There should only be one file on the USB root directory labeled as a zip folder.
10. Once the USB flash drive have been created, it is recommended to label the USB flash drive with the bulletin number and proper radio Sales Codes.

11. 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 re-program. 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.

12. Once the system has verified there is an available update, press the “Update Now” button. Make sure the vehicle is in park (Fig. 2) .

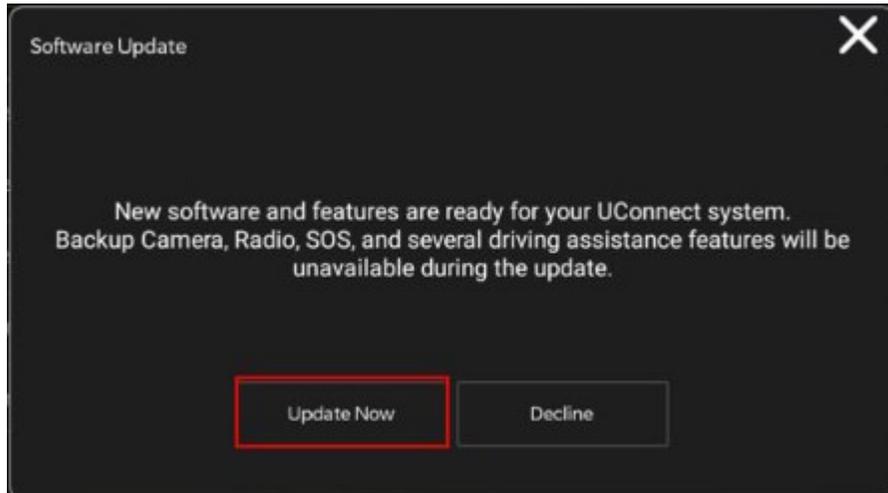


Fig. 2
Software Update Is Available

13. Press the “Continue” on the display screen (Fig. 3) .

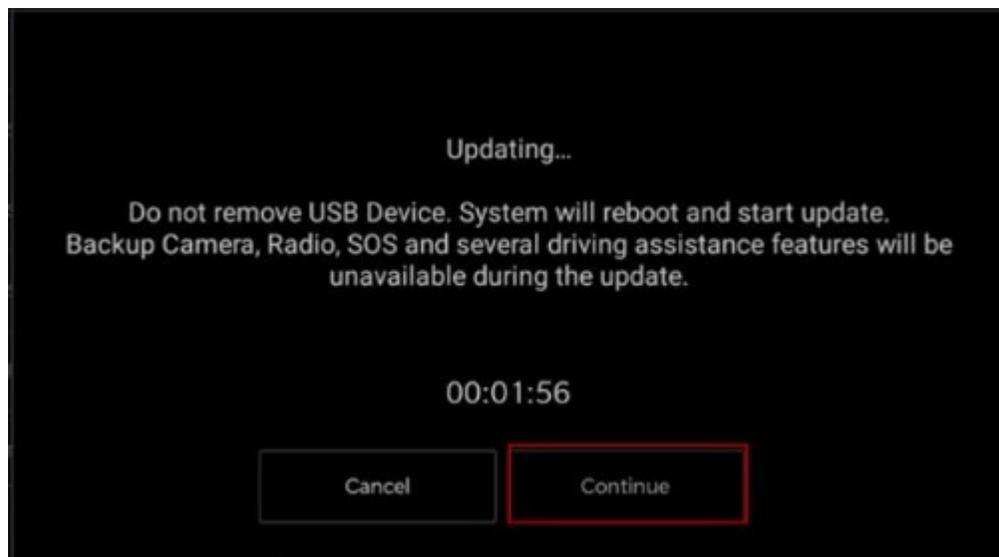


Fig. 3
Continue Display Screen

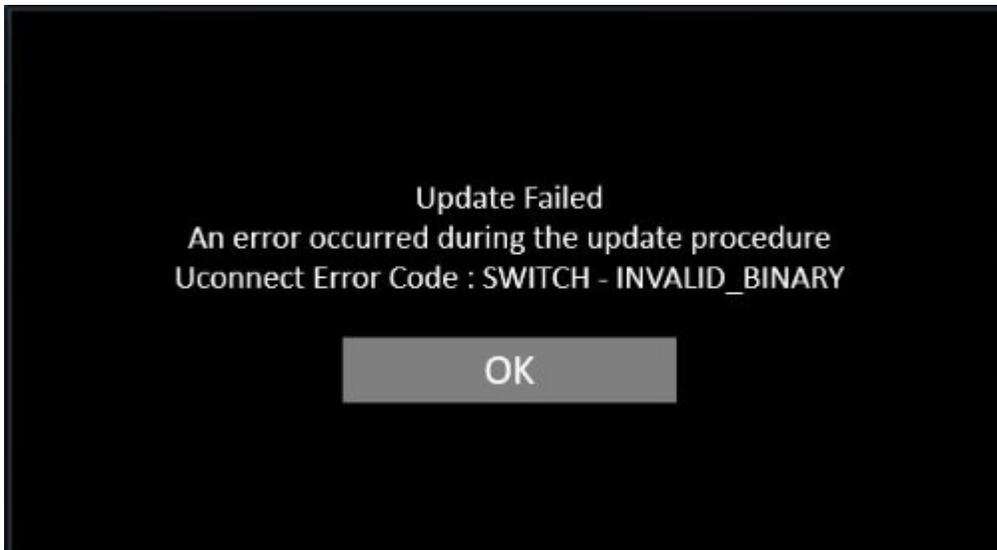
14. The radio will reboot and the update will begin. The update should only take 30 minutes (Fig. 4) .

NOTE: Do NOT turn off the vehicle when the software update is completed and directed to remove the USB flash drive.



**Fig. 4
Software Update Completed**

15. **Do Not** turn off the ignition at this point. The update is still in process, wait until the radio restarts and the home screen is displayed. This should take around five minutes.
16. Sometimes the radio will display an error pop up “SWITCH - INVALID_BINARY“ after successful radio update. Please ignore this error message and press “OK” to continue (Fig. 5) .



**Fig. 5
Error Message**

17. Press “OK” to continue (Fig. 6) .

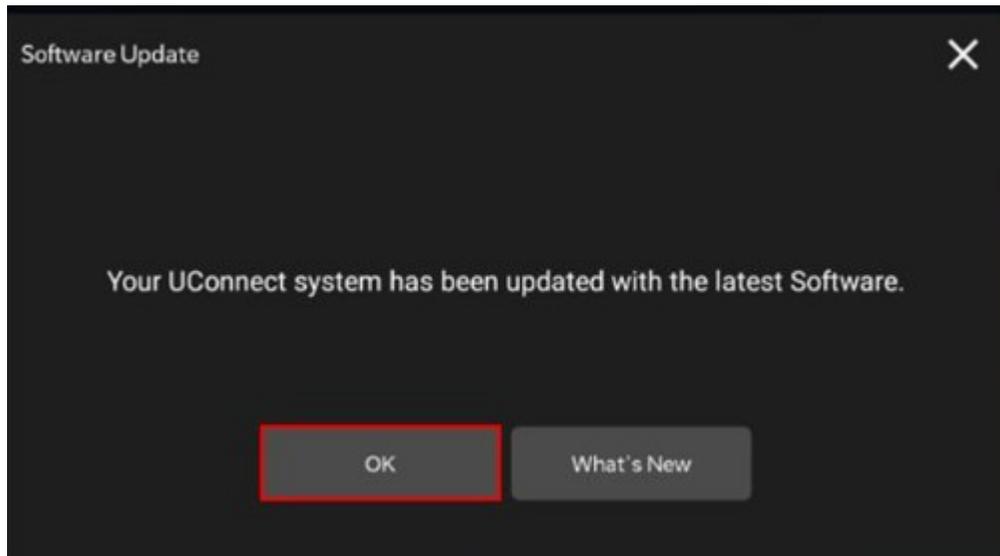


Fig. 6
Radio Software Has Been Updated

18. Check if the radio software has been updated. Go to “Vehicle Settings” then select “System Information” and look for “Radio Version”.
19. Was the radio updated to **T25.48**?
 - YES>>> Proceed to [Step 20](#).
 - NO>>> Perform the update one more time. Proceed to [Step 12](#).
20. Perform a Factory Reset. This can be found in the radio under Vehicle Setting > Reset >Perform Factory Reset.
21. Once the reset is completed turn off the ignition, open and close the driver’s door and let all modules go to sleep. Make sure the scan tool is not connected at this point.
22. After all the modules have been a sleep mode for five minutes, turn the ignition back on.
23. Before clearing all DTCs, cycle the ignition Off and back to “Run” quickly (within two seconds).
24. Using WiTECH, clear all DTCs that may have been set in any module due to reprogramming.

POLICY:

Reimbursable within the provisions of the warranty.

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