

REFERENCE:	TSB: 08-232-23 GROUP: 08 - Electrical	Date:	October 18, 2023	REVISION:	08-107-22
VEHICLES AFFECTED:	2021 - **2022** (M6 - Japan) Jeep Compass This bulletin applies to vehicles built on and after **May 01, 2021 (MDH 0501XX) and on and before September 01, 2022 (MDH 0901XX)** equipped with a Uconnect 5 NAV W 10.1" Display (Sales Code UTN).			MARKET APPLICABILITY: <input type="checkbox"/> NA <input type="checkbox"/> MEA <input type="checkbox"/> SA <input checked="" type="checkbox"/> IAP <input type="checkbox"/> EE <input type="checkbox"/> CH	
CUSTOMER SYMPTOM:	The customer may describe one or more of the following: <ul style="list-style-type: none"> **Customer not receiving the map updates via the USB.** Menu for Active Lane Management is missing two settings, Lane Warning and Steering Assist Strength. 				
CAUSE:	Radio software				

This bulletin supersedes Technical Service Bulletin (TSB) 08-107-22, date of issue May 13, 2022, which should be removed from your files. All revisions are highlighted with ****asterisks**** and include new dirty/clean dates, new software, a new customer symptom, updated repair steps, new LOPs and updated vehicle model year.

REPAIR SUMMARY:

This bulletin involves updating the radio software with USB to ****S27.10.****

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
**18-60-02-A0	Radio, Software - Create USB Jump Drive from Uconnect Website (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-AA	Radio - Perform Software Update (0 - Introduction)	6 - Electrical and Body Systems	0.3 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 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: A 32/64 GB USB flash drive is required for this update. It is also recommended to use a quality, name brand (Kingston®) flash drive over a generic USB flash drive.

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 software at or above S27.10?
 - YES >>> This bulletin does not apply. Additional diagnostic may be needed.
 - NO >>> Proceed to [Step 3](#).
3. Has a ****32/64GB**** USB flash drive been created?
 - YES>>> Proceed to [Step 12](#).
 - NO>>> Proceed to [Step 4](#).
4. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.
5. If a security message appears “Do you want to view only the web page content that was delivered securely?” [Fig. 1](#). Press “No” to continue.



Fig. 1
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.

- 6. Use a blank USB flash drive with at least ****32/64GB**** 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.

- 7. 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. 3](#).

1928	UCONNECT_UTN_S27.10_M6_MY21	ES	27022021	M6	UTN	SOFTWARE DOWNLOAD	09/12/2023	S27.10	ACTIVE
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Fig. 2
Software

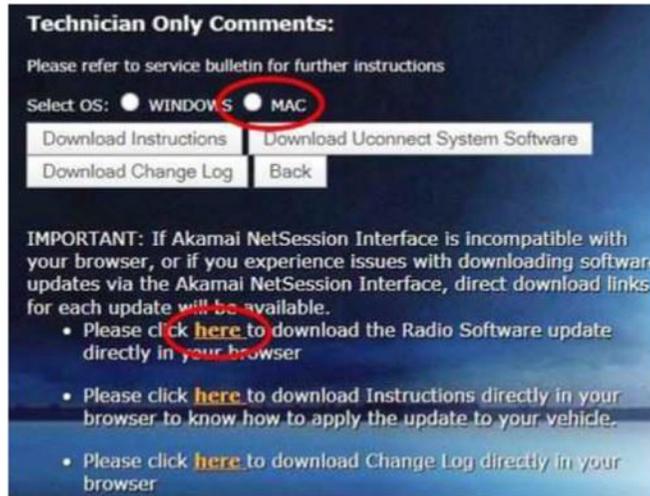


Fig. 3
MAC Radial Button

- 8. Download the radio SW from DealerConnect to a blank USB flash drive. The USB flash drive should be at least ****32/64GB**** and formatted to NTFS.
- 9. There should only be one file on the USB root directory labeled as a ".zip" folder [Fig. 4](#).



Fig. 4
Zip Folder

- 10. Do not unzip the folder/file and move all contents to the root directory of the USB.
- 11. 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.
- 12. 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.

13. 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 the ignition off until the two minute timer has expired. The ignition doesn't have to be turned off to update the radio's software** Fig. 5.

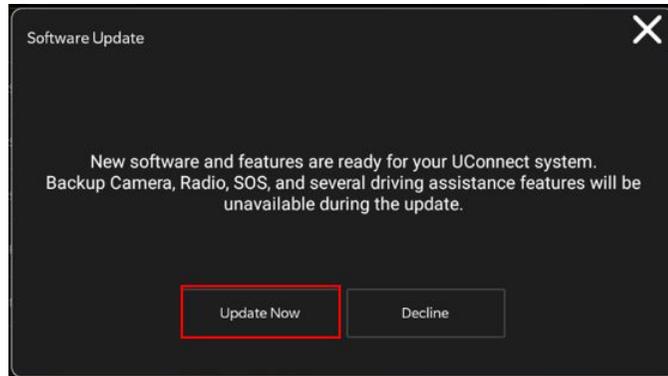


Fig. 5

Software Update

14. Press the “Continue” on the display screen Fig. 6.

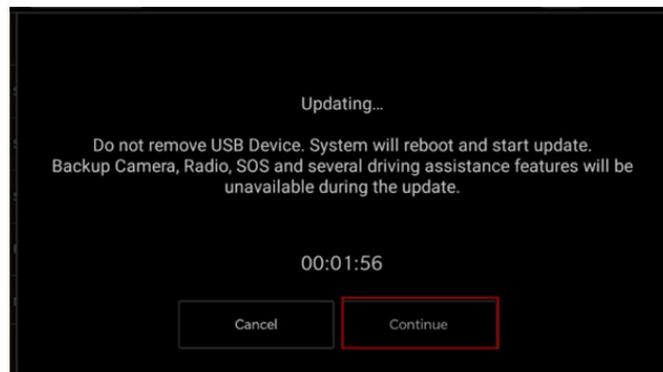


Fig. 6

Software Updating

15. The radio will reboot and the update will begin. The update should only take 30 minutes Fig. 7.
NOTE: Do Not turn off the vehicle when the software update is completed and told to remove the USB flash drive.



Fig. 7

Update Successful

16. **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.

17. 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. 8](#).

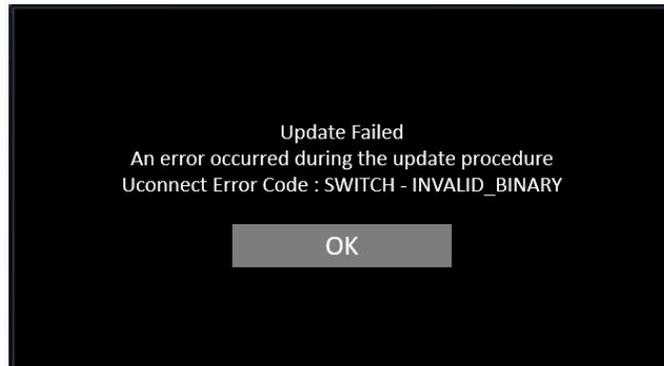


Fig. 8
Update Failed

18. Press “OK” to continue [Fig. 9](#).

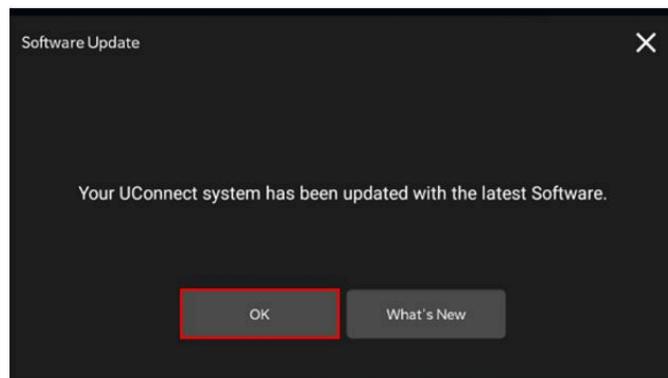


Fig. 9
Completed Update

19. Check if the radio software has been updated. Go to “Vehicle Settings” then select “ System Information” and look for “Radio version”.
20. Was the radio updated to ****S27.10****?
 - YES >>> Proceed to [Step 21](#) of the Repair Procedure.
 - NO >>> Perform the update one more time. Proceed to [Step 12](#) of the Repair Procedure.
21. Perform a “Factory Reset. This can be found in the radio under Vehicle Setting > Reset > Perform Factory Reset.
22. Once the reset is completed turn off the ignition open and closed the drivers door and let all modules go to sleep. Make sure the scan tool is **not** connected at this point.
23. After all the modules have been a sleep mode for five minutes, turn the ignition back on.
24. Before clearing all DTCs, cycle the ignition Off and back to Run quickly (within two seconds).
25. Using the 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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