

REFERENCE:	TSB: 08-021-24 GROUP: 08 - Electrical	Date:	January 17, 2024	REVISION:	08-189-23
VEHICLES AFFECTED:	2022 (MP) Jeep Compass This bulletin applies to vehicles equipped with Uconnect 5 NAV w/8.4 and Uconnect 5 NAV w/10.1. (Sales Codes UBE or UBU).			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:	<p>The customer may experience one or more of the following:</p> <ul style="list-style-type: none"> • **Blank Screen (Rearview Camera (RVC) functions as normal).** • Tune knob does not move the scroll bar in Device Manager's phone setting menu. • Tune knob does not move the scroll bar in the Apps Drawer. • Rejected incoming phone call using the radio screen but cluster continued to display incoming call message. • Head Unit (HU) switches from SXM® to wireless without user's input. • Home screen Loading Data indefinitely after profile switch. • Device List shows empty although there are devices connected. • Unable to pair phone. • Fuel consumption menu in radio not available. • Radio and / or SXM® presets being lost. 				
CAUSE:	Radio Software				

This bulletin supersedes Technical Service Bulletin (TSB) 08-189-23, date of issue August 02, 2023, which should be removed from your files. All revisions are highlighted with **asterisks**** and include an additional customer symptom.**

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 to R47.03.26.

NOTE: The National campaign for this FOTA update launched August 21, 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 builtin 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.

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](#).

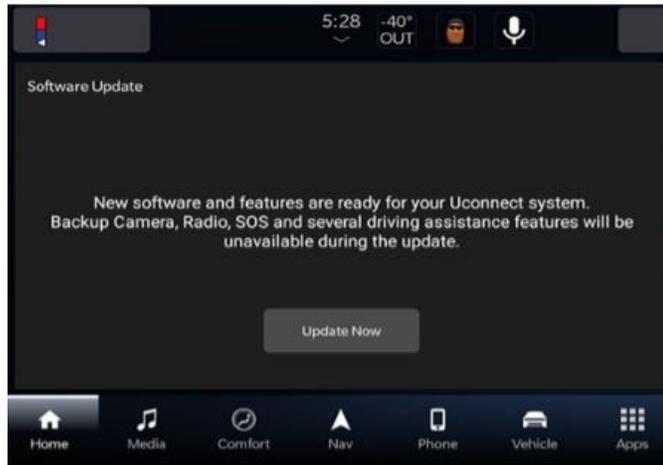


Fig. 1
Software Update Screen

NOTE: This step may take several minutes to complete.

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

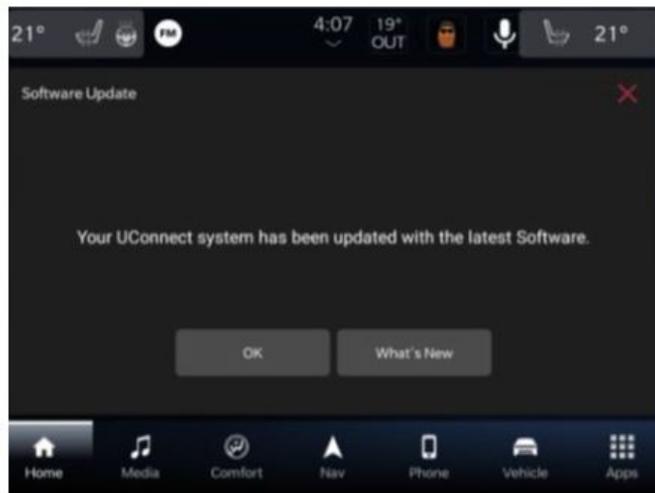


Fig. 2
Software Update Confirmation Screen

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Information Only

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