

REFERENCE:	TSB: 08-244-24 GROUP: 08 - Electrical	Date:	November 23, 2024	REVISION:	–
VEHICLES AFFECTED:	2021 - 2023 (MV) Jeep Compass (Italy) This bulletin applies to vehicles equipped with Uconnect 5 NAV W 10.1 Display (Sales Codes UHN/UPN) and without Connectivity Europe (Sales Code RTK) and Connectivity Brazil (Sales Code RTP).			MARKET APPLICABILITY:	
				<input type="checkbox"/> NA	<input checked="" type="checkbox"/> MEA
				<input checked="" type="checkbox"/> SA	<input checked="" type="checkbox"/> IAP
				<input checked="" type="checkbox"/> EE	<input type="checkbox"/> CH
CUSTOMER SYMPTOM:	Customers may experience one or more of the following: <ul style="list-style-type: none"> Speed limit sign on Instrument Panel Cluster (IPC) is showing incorrect speed. Touch freeze/disassociated center stack display off. Car Play/Android Auto wireless disconnection at toll gates. 				
CAUSE:	Radio updates				

REPAIR SUMMARY:

This bulletin involves updating the radio software level to T27.52.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-02-9E	USB Creation - (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-02-9F	Radio, Check Software Level and 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
-	-	-

REPAIR PROCEDURE:

1. On the radio display menu, select "Vehicle" then "System Information" [Fig. 1](#).

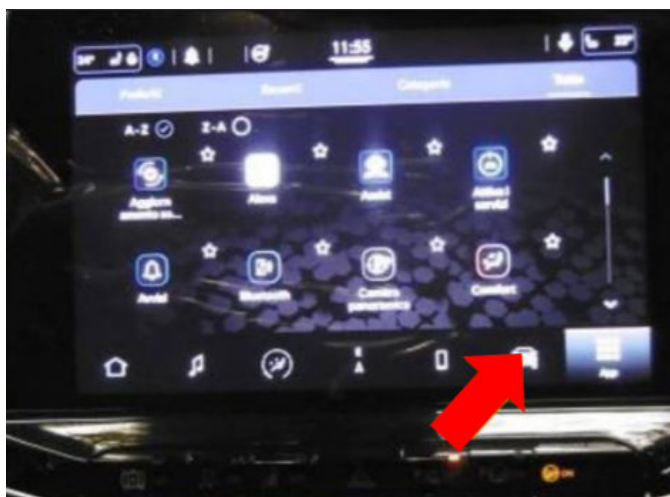


Fig. 1
System Information

2. Then select "Version Information" [Fig. 2](#).

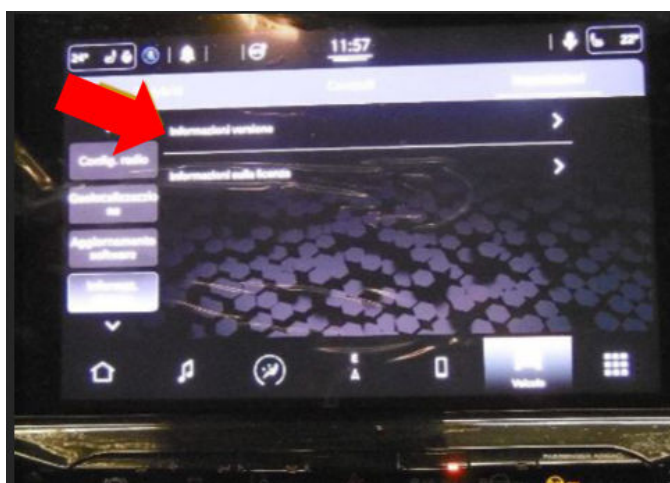


Fig. 2
Version Information

3. Check what the software level is at [Fig. 3](#).

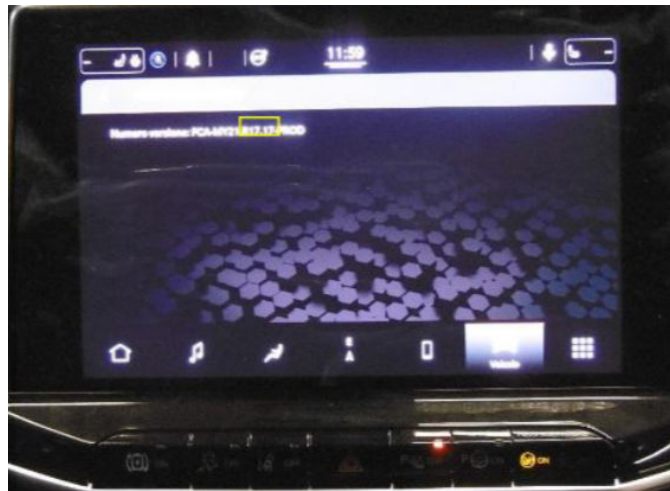


Fig. 3
Software Version

4. Is the radio software level T27.52?
 - YES >>> Radio is up to date. Continue diagnosis for customer concern.
 - NO>>> Radio needs to be updated. Proceed to [Step 5](#).
5. Has a **64GB** USB flash drive been created?
 - YES >>> Proceed to [Step 11](#).
 - NO >>> Proceed to [Step 6](#).
6. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information>Dealer software downloads to download the files.
7. If a security message appears “Do you want to view only the web page content that was delivered securely?” [Fig. 4](#) Press ‘No’ to continue.



Fig. 4
Pop-up Security Message

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

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.

8. Download the software update file to your local PC's desktop. Make sure to select the "MAC" radial button for all downloads Fig. 5.

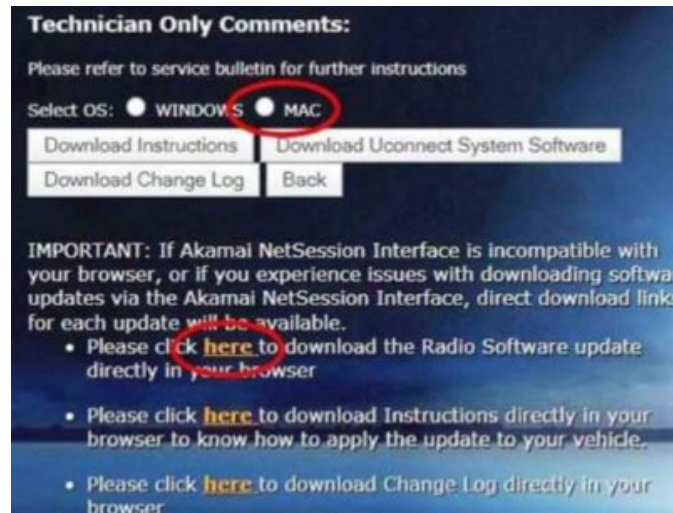


Fig. 5
MAC Download Steps

9. To download the software files to a USB flash drive, follow the onscreen instructions and perform the following Fig. 6:

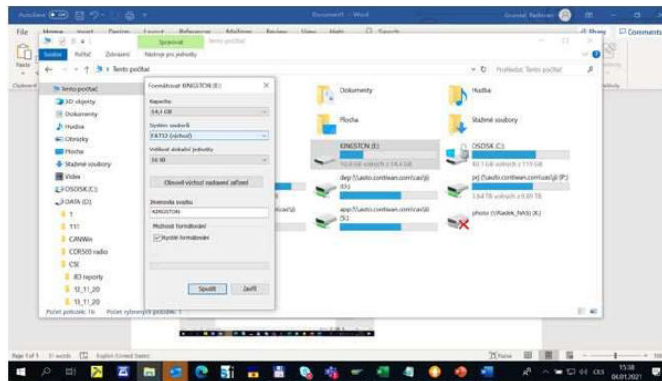


Fig. 6
USB Flash Drive Formatted

- Blank USB flash drive needs to be formatted as NTFS.
- Acquire a blank USB flash drive with at least 64GB of space.
- Download the software update file to your local PC's desktop.
- One blank USB flash drive will be needed for each radio updated. Additional updates can not be made on the same USB flash drive.
- Download the .zip file as it is to the root folder of a USB flash drive. Do NOT extract the archive Fig. 7.

NOTE: image is just to show how root folder of USB should look like. .zip file name may differ.

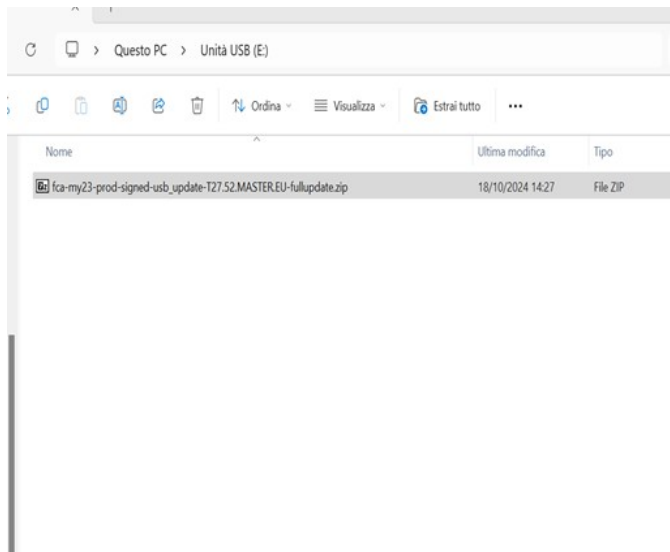


Fig. 7
Copied Files

NOTE: Once the file is saved to the USB flash drive, it is recommended you physically label the USB flash drive with the bulletin number and proper radio Sales Codes.

10. Place the ignition in the On position and put the USB flash drive with the correct software into the USB port [Fig. 8](#).



Fig. 8
USB Port Location

11. A pop-up will appear on the radio display. Press “Update Now” to start the update procedure [Fig. 9](#).



Fig. 9

Update Now

12. Another pop-up will appear on the radio display, warning the user not to remove the USB flash drive during the update. Press on “Continue” to proceed with the update [Fig. 10](#).

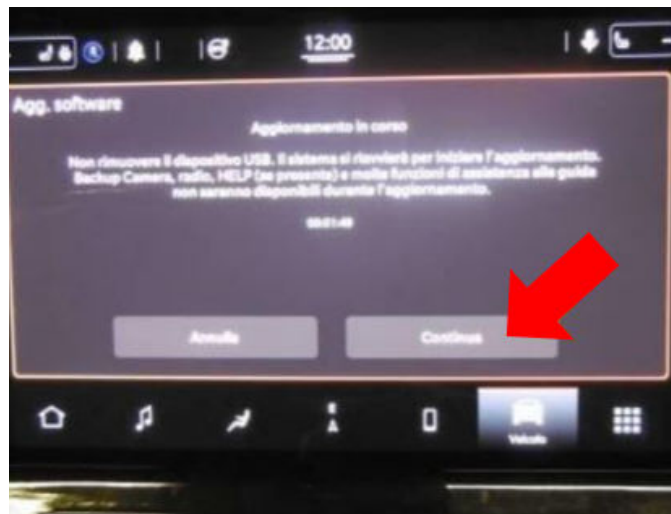


Fig. 10

Warning Pop Up

13. The update should take up to two hours, check progress until it reaches 100% [Fig. 11](#).

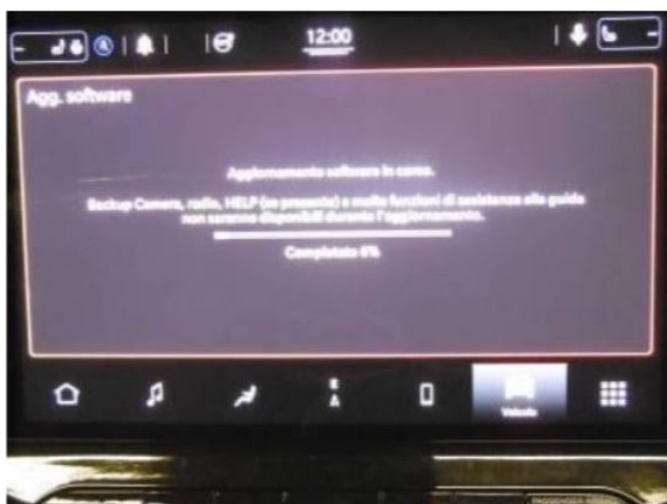


Fig. 11
Progress Bar

14. Once the update is completed a pop up will appear to confirm the radio update is completed, press "OK" to continue [Fig. 12](#).



Fig. 12
Update Has Been Completed

15. Remove the USB flash drive from the USB port.

NOTE: If the update has been unsuccessful, re-download the SW from the portal and repeat the update procedure. This can happen because the software is very large and the kit file may be corrupted if there are network connection issues while it is downloading.

16. Restart the radio via the menu. Select "Setting", "Reset", and then "Restart Radio".

17. Turn off the vehicle and wait five minutes for the radio to turn off.

NOTE: If the "Restart Radio" function is missing from the settings menu, press the on/off button on the volume knob for about 15 seconds to restart the radio.

18. Verify the radio software version.

19. On the radio Display menu, select “Vehicle” then “System Information” Fig. 13.



Fig. 13
System Information

20. Check what software level the radio is at Fig. 14.

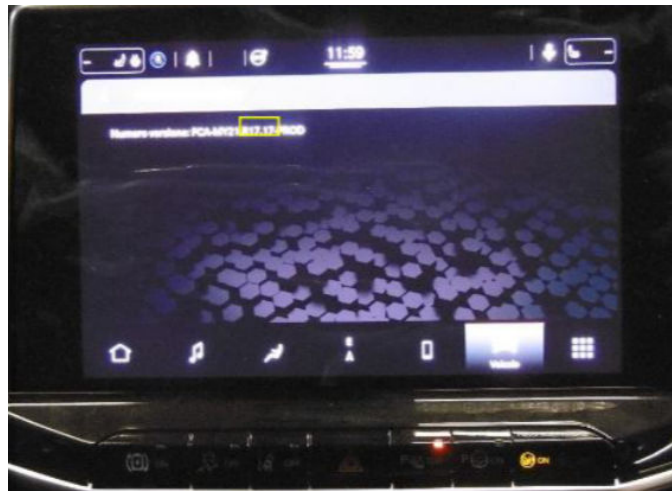


Fig. 14
Software Version

21. If the radio software version is shown as T27.52, the radio has been updated successfully.
22. Make sure that all the widgets and EV pages are in place.
23. If any faults occur, restart the radio again.
24. Turn off the vehicle, this bulletin has been completed.

POLICY:

Reimbursable within the provisions of the warranty.

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