

Technical Service Bulletin (TSB)
USB update to U35.18 for UUN radio

REFERENCE:	TSB: 08-005-25 GROUP: 08 - Electrical	Date:	January 14, 2025	REVISION:	—
VEHICLES AFFECTED:	2021 - 2023 (M6) Jeep Compass This bulletin applies to vehicles equipped with a Uconnect 5 NAV W 10.1" Display (ROW+DAB) (Sales Code UUN).			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 the following: <ul style="list-style-type: none"> Uconnect Navigation Traffic Sign Recognition (TSR) stuck on Miles Per Hour, (MPH) no Kilometers Per Hour (KMH). 				
CAUSE:	Radio software				

REPAIR SUMMARY:

This bulletin involves inspecting and if required, updating the radio software level to U35.18. Depending on the radio's current software level the radio may need a one, two or three step USB update.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-02-AC	Radio, Software - Create USB Jump Drive from Uconnect Website (One Time Only) U29.18 (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-AD	Radio, Software - Create USB Jump Drive from Uconnect Website (One Time Only) U31.25 (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-AE	Radio, Software - Create USB Jump Drive from Uconnect Website (One Time Only) U35.18 (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-AF	Radio - Inspect Software Level and Perform Software Update (One Step Update) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-60-02-AG	Radio - Inspect Software Level and Perform Software Update (Two Step Update) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.
18-60-02-AH	Radio - Inspect Software Level and Perform Software Update (Three Step 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: Before and after any single phase of update is MANDATORY to take a Vehicle Scan Report by wiTECH. Scan reports can be requested during warranty claim assessment; failing to show them can result in refusing to pay the warranty claim.

NOTE: A 32/64 and/or 8GB 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. Update requires three flash drives minimum.

1. Check if the radio software has been updated. Go to "Vehicle Settings" then select "System Information" and look for "Radio Version".

2. What is the current radio software level (Application Version)?
 - U35.18 or higher >>> The radio software is already up to date. Normal diagnostics should be performed.
 - At or above U31.25 and under U35.18 >>> The radio will only need one USB update. Proceed to [Step 3](#).
 - At or above U29.18 and under U31.25 >>> The radio will need two USB updates. Proceed to [Step 3](#).
 - At or above S26.8 and under U29.18 >>> The radio will need three USB updates. Proceed to [Step 3](#).

NOTE:

 - For the U29.18 and U31.25 Updates use a 32/64 GB flash drive.
 - For the U35.18 update use a 8 GB flash drive.

NOTE: Mostly all the vehicles will have the current software level S26.8. Sequence of flashing will be: S26.8 --> U29.18 --> U31.25 --> U35.18.

 - a. First flash: fca-my24-prod-signed-usb_update-U29.18.MASTER.RW-fullupdate.zip.
 - b. Second flash: fca-my24-prod-signed-usb_update-U31.25.MASTER.RWfullupdate.zip.
 - c. Third and final flash: fca-my24-prod-signed-usb_update-U35.18.MASTER.RWfullupdate.zip.
3. Has a **32/64GB or 8GB** 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 webpage content that was delivered securely?” [Fig. 1](#). Press “No” to continue.

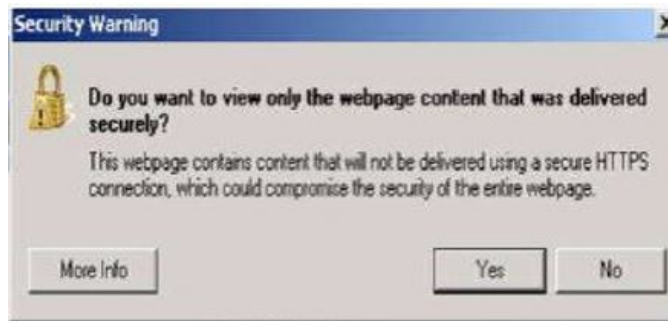


Fig. 1
Pop-Up Security Message

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 or 8GB 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](#).



Fig. 2
Example 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 or 8GB and formatted to NTFS.

NOTE: • For the U29.18 and U31.25 Updates use a 32/64 GB flash drive.

• For the U35.18 update use an 8 GB flash drive.

9. There should only be one file on the USB root directory labeled as a “fca-my24-prod-signed-usb_update-U29.18.MASTER.RW-fullupdate.zip” folder for the U29.18 update.
 - For the U31.25 Update, download “fca-my24-prod-signed-usb_update-U31.25.MASTER.RW-fullupdate.zip”.
 - For the U35.18 Update, download “fca-my24-prod-signed-usb_update-U35.18.MASTER.RW-fullupdate.zip” Fig. 4.

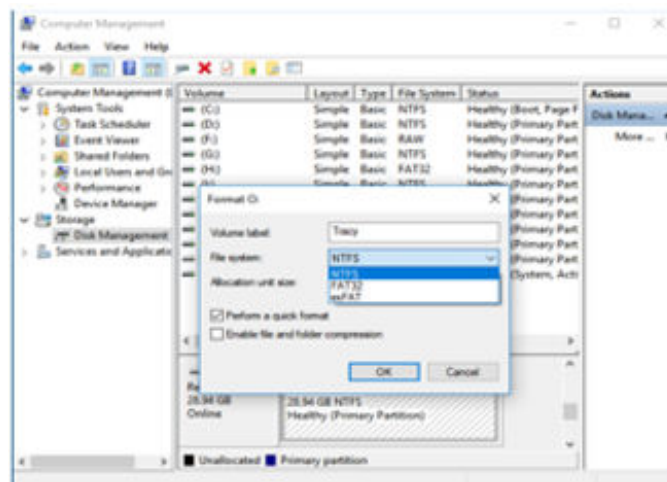


Fig. 4
Zip Folder

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

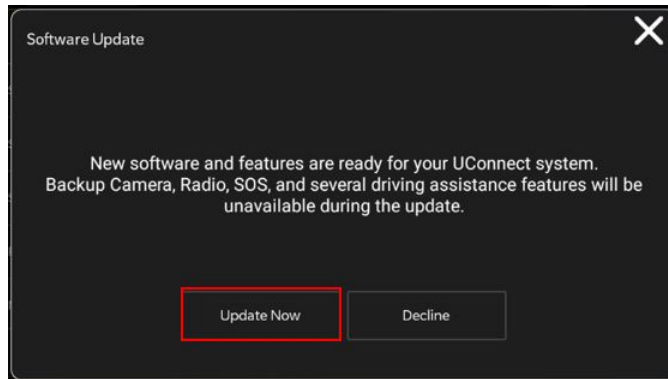


Fig. 5
Software Update

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

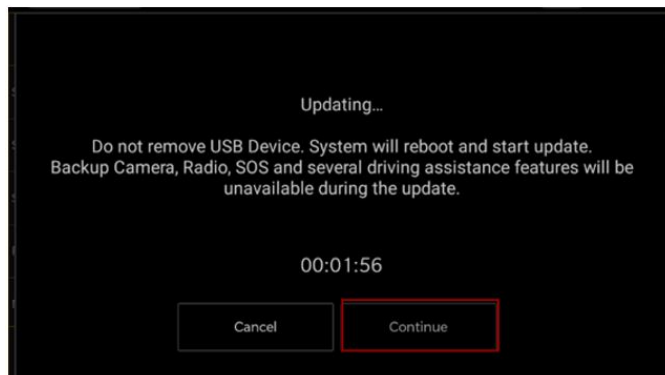


Fig. 6
Software Updating

15. The radio will reboot and the update will begin. The update should take around 60 minutes Fig. 7.

NOTE: Do Not turn off the engine when the software update is completed and told to remove the USB flash drive.



Fig. 7
Update Successful

16. **Do Not** turn off the engine 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. Press “OK” to continue [Fig. 8](#).

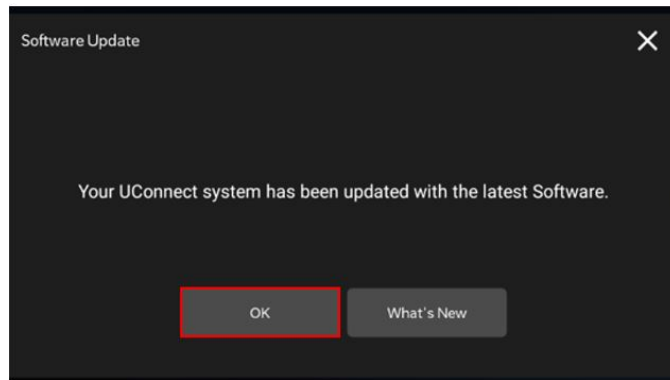


Fig. 8
Completed Update

18. Perform factory reset after flashing the software.

NOTE: Vehicle →Settings →Reset →Click Factory reset (takes three minutes to complete factory reset).

19. Check if the radio software has been updated. Go to “Vehicle Settings” then select “ System Information” and look for “Radio version”.

20. What is the current radio software level?

- U29.18 >>> Radio will still need two more USB flash drive updates. Perform the update two more times. Proceed to [Step 3](#).
- U31.25 >>> Radio will still need one more USB flash drive update. Perform the update one more time. Proceed to [Step 3](#).
- U35.18 >>> Radio update is complete. Proceed to [Step 21](#).

21. Before clearing all DTCs, cycle the ignition off and back to run quickly (within two seconds).

22. 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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