	NUMBER:	08-093-17
	GROUP:	08 - Electrical
	DATE:	September 21, 2017

SERVICE BULLETIN

THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 17-093. ALL APPLICABLE SOLD AND UN-SOLD RRT VINs HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.

THE wiTECH SOFTWARE IS REQUIRED TO BE AT THE LATEST RELEASE BEFORE PERFORMING THIS PROCEDURE.

SUBJECT:
Radio Enhancements

OVERVIEW:
This bulletin involves inspecting and if required, updating the radio software.

MODELS:

2017 - 2018	(MP)	Jeep Compass

NOTE: This bulletin applies to vehicles within the following markets/countries: NAFTA and LATAM.

NOTE: This bulletin applies to vehicles built on or before August 01, 2017 (MDH 0801XX) equipped with an Uconnect 8.4 navigation radio (Sales Codes UAQ, UCQ, UGQ, or UDQ).

SYMPTOM/CONDITION:
Customers may experience one or more of the following:

- Radio may reset or go blank.
- Can't enter non-alphanumeric (Emoji) characters into the Bluetooth phone book for caller's name.
- Unable to communicate with the radio using wiTECH.

DIAGNOSIS:
Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, 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 a customer's VIN is listed in VIP or your RRT VIN list, perform the Inspection. If any vehicle not on the VIN list exhibits the symptom/condition, perform the Inspection.

INSPECTION:

1. Verify the radio software version. Radio must be in Dealer Mode to verify by following these steps:

   a. Push and hold the Front Defrost, Driver Temperature Up and Temperature Down buttons simultaneously until the Dealer Mode screen appears (approximately seven seconds). Release buttons.

   b. Select "Radio Part Information". The software version will be listed next to "Application Version".

2. Is the radio currently at software level 18.7 or higher (Fig. 1) ?

   - YES >>> The radio software is already up to date. Use inspection LOP (18-60-02-PF) to close the active RRT.
   - NO >>> The radio software needs to be updated. Back out of Dealer Mode and proceed to Step 1 of the Repair Procedure.
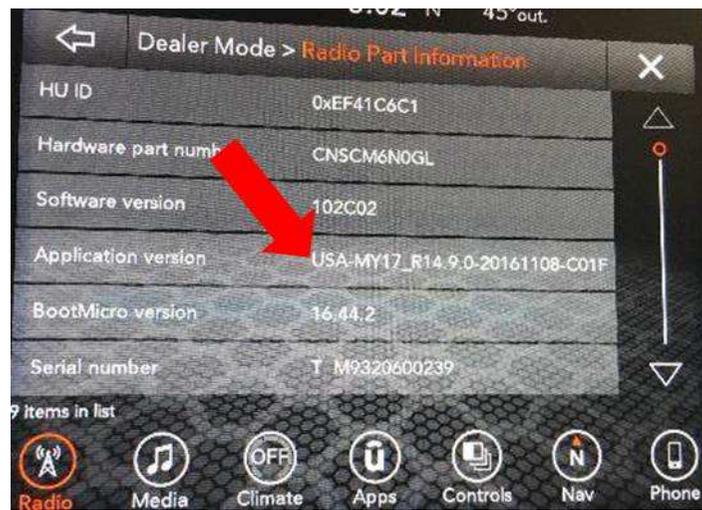

Fig. 1
Radio Software Level Screen

REPAIR PROCEDURE:

NOTE: A 16GB USB flash drive is required for this update. The normal 4GB USB flash drive will not be sufficient.

1. Has a **16GB** USB flash drive been created?

   - YES >>> Proceed to Step 9.
   - NO >>> Proceed to Step 2.

NOTE: When downloading the navigation software file equipped with an Uconnect 8.4 navigation radio (Sales Code UAQ), always select the MAC version, regardless of the computer being used.

2. Go to DealerCONNECT>Service>Uconnect Command Center>Uconnect>More Information >Dealer software downloads to download the files.

3. If a security message appears "Do you want to view only the web page content that was delivered securely?" (Fig. 2) . Press "No" to continue.

Fig. 2
Pop-Up Security Message

NOTE: If the software can not be downloaded, make sure you have proper security access. If not, have the Service Manager or Shop Foreman download the software update.

4. Use a blank USB flash drive with at least 16GB of space. Follow the on-screen instructions to download the software files.

5. Make sure to select the "MAC" radial button for all downloads (Fig. 3) .

6. Download the software update file to your local PC's desktop, then download the file to your designated folder (Fig. 3) before extracting the zip file to the blank USB flash drive.
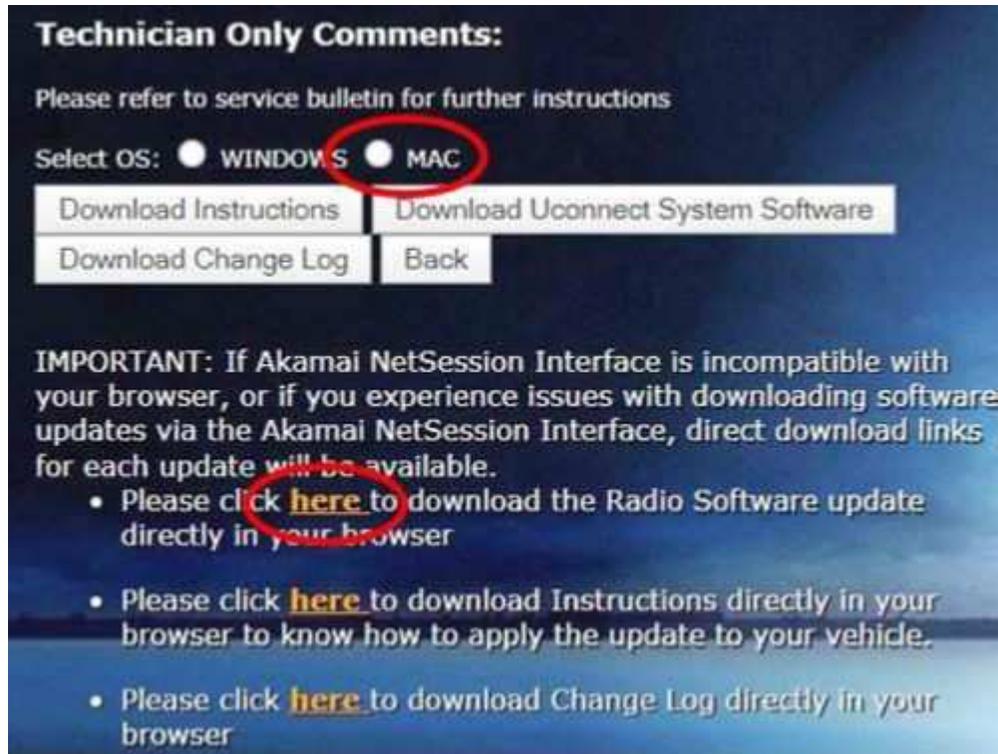

Fig. 3
MAC Download Steps

NOTE: A blank USB flash drive will be needed for each radio update, additional updates can not be on the same USB flash drive.

7. Extract the downloaded zip file to the designated USB flash drive (Fig. 4) and (Fig. 5) .

   NOTE: It may take a few minutes for an accurate extract time to be displayed.
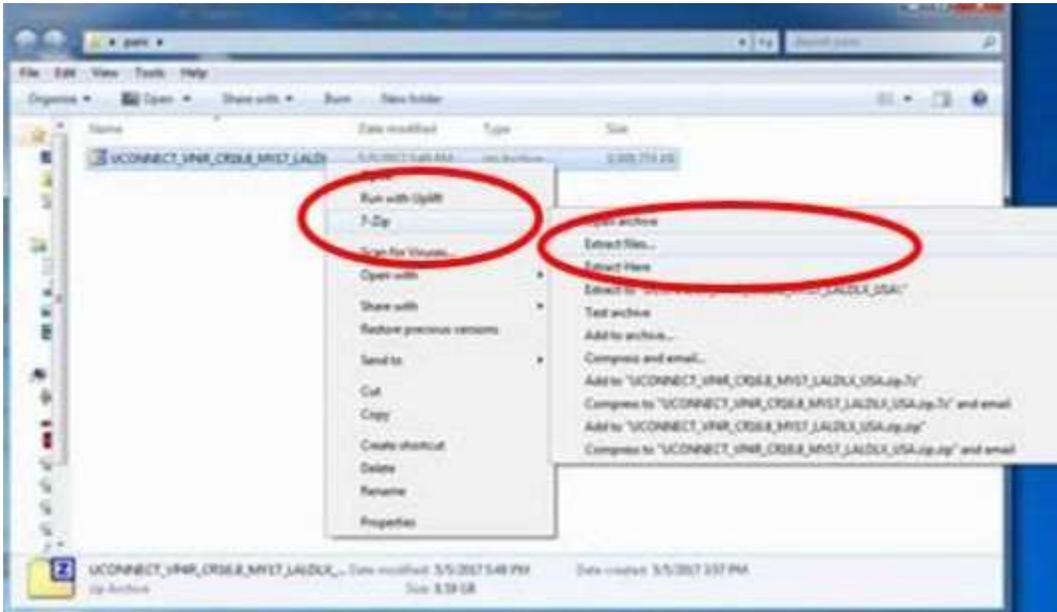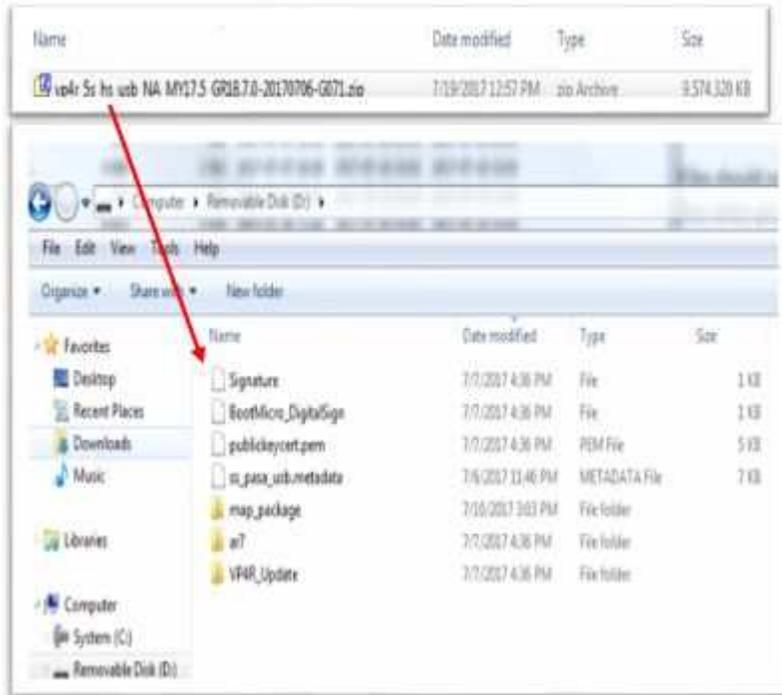

Fig. 4
Zip File Extraction

Fig. 5
Saving File To USB

   NOTE: DO NOT remove the USB flash drive during the update.

NOTE: Make sure all files and folders are copied to the USB flash drive (Fig. 6) . Failure to do so may cause the navigation feature not to work properly and the radio may need to be replaced.

Fig. 6
All Files/Folders Must Be On USB Flash Drive

8. Once the file is extracted to the USB flash drive, it is recommended to label the USB flash drive with the bulletin number and proper radio sales codes.

CAUTION! The engine must be running and radio powered on during the update. Failure to do so may result in the radio not being updated and create connectivity issues.

9. 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.**

10. The next screen display will have the old and new software levels (Fig. 7) . The radio will be updated to 18.7.
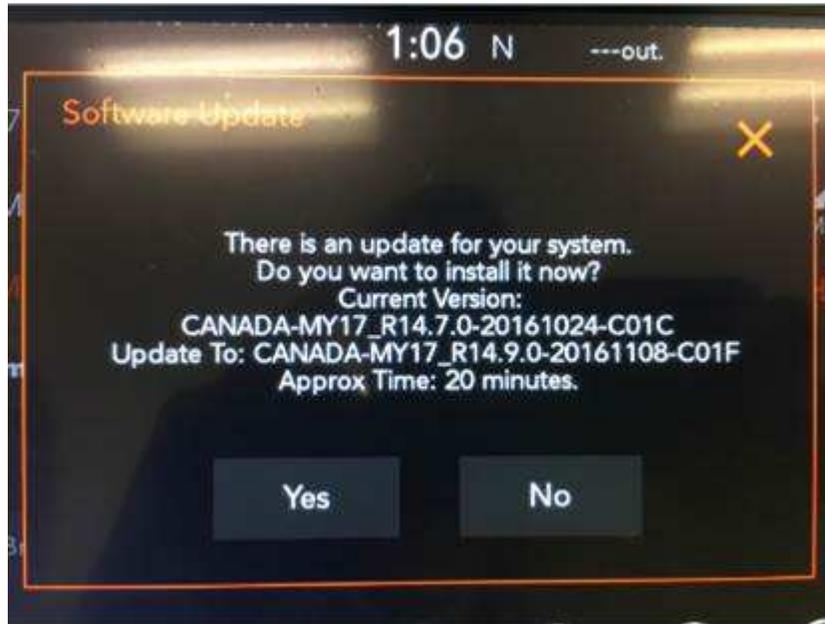

Fig. 7
Software Levels (The figure is for reference only, actual software levels will be 16.8 to 18.7)

11. Press the touchscreen "YES" to start the update. The update may take up to 40 minutes, no other actions are needed to initiate the update (Fig. 8) .
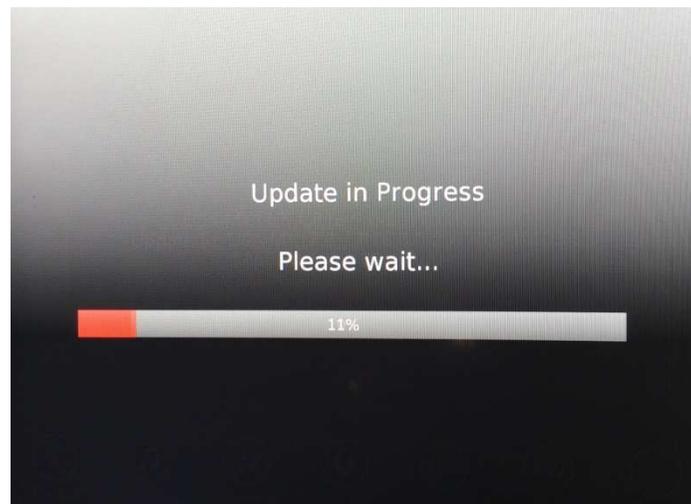

Fig. 8
Update In Progress Screen

NOTE:
- **DO NOT cycle the ignition or touch the radio during the update process.**
- **If the software update process is interrupted, aborted or failed, the process should be restarted.**

12. Once the update process is completed, the Backup Collection screen will appear (Fig. 9) . Backup collection takes about five minutes.

Fig. 9
Backup Collection Screen

NOTE: The radio restart is normal and part of the update process. DO NOT remove the USB flash drive during the restart.

13. After the update is done the screen will display the software levels again and the message that an update is not available to the same software version (Fig. 10) .
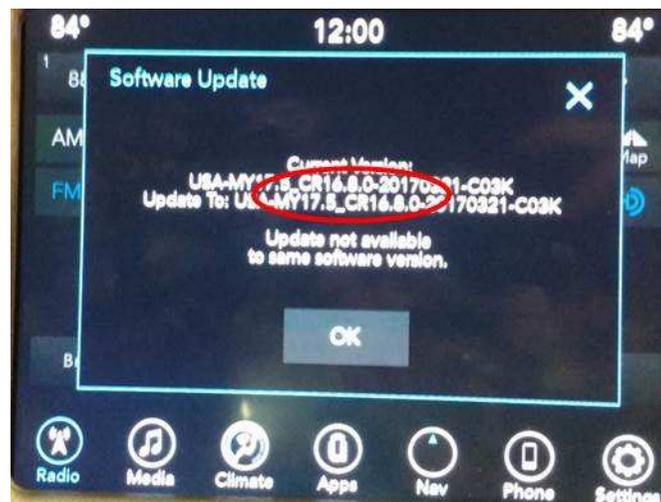

Fig. 10
Software Levels After Radio Restart Screen (The figure is for reference only, actual software levels will be 18.7)

14. Press OK and remove the USB flash drive from the USB port.

15. Return to Dealer Mode (Fig. 11) to perform a manual reset and complete the update by following these steps:

    a. Push and hold the Front Defrost, Driver Temperature Up and Temperature Down buttons simultaneously until the Dealer Mode screen appears (approximately seven seconds).

    b. Hold the upper right corner of the touchscreen until the radio reboots (approximately ten seconds).

Fig. 11
Dealer Mode Screen

NOTE: If the navigation feature doesn't work properly the radio may need to be replaced.

16. Verify that the navigation feature works properly on the radio. Press the navigation icon at the bottom of the touchscreen. Verify that the navigation menu comes up on the screen.

17. Using the wiTECH, clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
18-60-02-PF	Radio, Inspect Software Version (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-60-02-PH	Radio, Check Software Level and Perform Software Update (UDQ and UCQ Only) (0 - Introduction)	6 - Electrical and Body Systems	0.8 Hrs.
18-60-02-PJ	Radio, Check Software Level and Perform Software Update (UGQ Only) (0 - Introduction)	6 - Electrical and Body Systems	0.5 Hrs.
18-60-02-PG	Radio, Check Software Level and Perform Software Update (UAQ Only) (0 - Introduction)	6 - Electrical and Body Systems	1.0 Hrs.
18-60-02-PK	Radio, Software - Create USB Jump Drive From CD or Uconnect Website (One Time Only) (Sales code UGQ Only) (0 - Introduction)	6 - Electrical and Body Systems	1.4 Hrs.
18-60-02-PL	Radio, Software - Create USB Jump Drive From CD or Uconnect Website (One Time Only) (Sales code UCQ Only) (0 - Introduction)	6 - Electrical and Body Systems	1.2 Hrs.
18-60-02-PM	Radio, Software - Create USB Jump Drive From CD or Uconnect Website (One Time Only) (Sales code UDQ Only) (0 - Introduction)	6 - Electrical and Body Systems	1.2 Hrs.
18-60-02-PN	Radio, Software - Create USB Jump Drive From CD or Uconnect Website (One Time Only) (Sales code UAQ only) (0 - Introduction)	6 - Electrical and Body Systems	1.0 Hrs.

NOTE: The "One Time Only" LOP is used one time per dealer when downloading the software onto a USB flash drive. The dealer can only use the download LOP, one time for each of the radios listed.

NOTE: The expected completion time for the flash download portion of this procedure is approximately 30 to 60 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.

FAILURE CODE:

The dealer must choose which failure code to use depending on if this is a Rapid Response Transmittal (RRT) or Service Bulletin.

- If the customer's concern matches the SYMPTOM/CONDITION identified in the Service Bulletin, failure code CC is to be used. When utilizing this failure code, the 3C's must be supplied.
- The failure code "RF" (Required Flash) can no longer be used on Service Bulletin flashes. The "RF" failure code can only be used on RRT.
- The "RF" failure code is required for essential module flash/reprogramming and can only be used after confirmation that the VIN is included on the RRT.

CC	Customer Concern
RF	Required Flash