



NUMBER: 08-086-19

GROUP: 08 - Electrical

DATE: August 27, 2019

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This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 19-061, dated August 27, 2019. All applicable Sold and Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library. All repairs are reimbursable within the provisions of warranty.

SUBJECT:

Removable Speaker Bluetooth Pairing Inoperative

OVERVIEW:

This bulletin involves testing and possibly replacing the wireless Bluetooth speaker.

MODELS:

2020 (JT) Jeep Gladiator

NOTE: This bulletin applies to vehicles within the following markets/countries: North America.

NOTE: This bulletin applies to vehicles built on or after April 01, 2019 (MDH 0401XX) and on or before June 15, 2019 (MDH 0615XX) equipped with a Wireless Speaker - Bluetooth (Sales Code RSJ).

SYMPTOM/CONDITION:

Customers may experience one or more of the following:

- Can pair the wireless Bluetooth speaker the first time without issue when the automatic pair feature starts, while pressing the power button for first time. However, they are unable to pair any additional devices using the speaker's Bluetooth pairing button.
- Unable to pair any devices.

DIAGNOSIS:

If a customer's VIN is listed in VIP or your RRT VIN list, perform the Diagnostic Procedure. This RRT only applies to vehicles on the RRT VIN list.

1. Open the right rear door.
2. Fold down the rear seat back by pulling the strap at the top outer corner of the seat to release the latch.

3. Pull the release strap to remove the speaker from the dock (Fig. 1) .

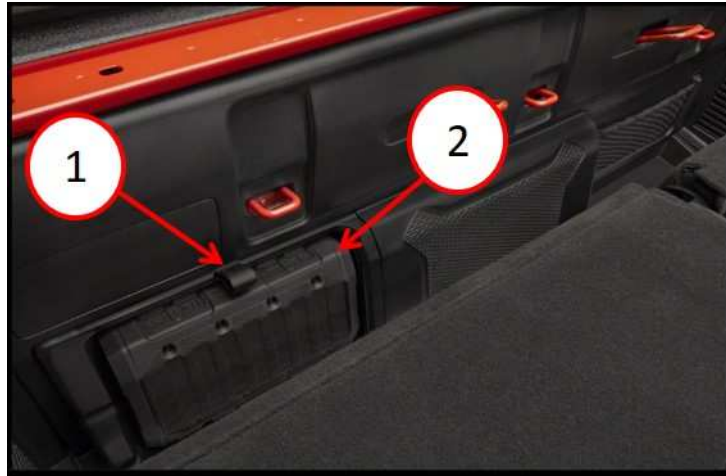


Fig. 1
Wireless Bluetooth Speaker Location

- 1 - Release Strap
2 - Speaker

NOTE: If the speaker does not power up the internal battery has low voltage and the speaker must be charged.

4. Press and hold the power button for two seconds to turn the speaker on. You will hear an audio cue when the speaker is powering on (wake up sound).
5. Listen for the start of the automatic pairing process (an echoing tone).
6. Did the speaker power on and start the automatic pairing process?
 - YES>>> Proceed to [Step 12](#) of the Diagnostic Procedure.
 - NO>>> Proceed to [Step 7](#) of the Diagnostic Procedure.
7. Does the speaker need to be charged?
 - YES>>> Proceed to [Step 8](#) of the Diagnostic Procedure.
 - NO>>> Proceed to [Step 9](#) of the Diagnostic Procedure.
8. Charge the speaker. Return to [Step 4](#) of the Diagnostic Procedure after the speaker has been charged.
9. Did the speaker start the automatic pairing?
 - YES>>> The speaker is operating as designed. This bulletin has been completed, use inspection LOP (08-60-70-AA) to close the active RRT. Proceed to [Step 12](#) of the Diagnostic Procedure.
 - NO>>> Proceed to [Step 10](#) of the Diagnostic Procedure.
10. If the speaker did not begin the automatic pairing after powering on, start the manual pairing process with the following steps:
 - a. Press and hold the Bluetooth button for two seconds.
 - b. Listen for an audio cue (an echoing tone).
 - c. Release the Bluetooth button.
 - d. Proceed to [Step 11](#) of the Diagnostic Procedure.

11. Did the speaker start the manual pairing process?
 - YES>>> The speaker is operating as designed. This bulletin has been completed, use inspection LOP (08-60-70-AA) to close the active RRT. Proceed to [Step 12](#) of the Diagnostic Procedure.
 - NO>>> Pairing cue (echoing tone) was not heard, the speaker is defective and will require replacement. Proceed to [Step 1](#) of the Repair Procedure.
12. Cancel the pairing process by holding the Bluetooth button for two seconds and listening for the five fast beep cancellation tone.
13. Place the speaker back in the dock.
14. Lock the seat into the upright position.
15. Close the door.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	6LQ27TX7AC	Speaker, Wireless Bluetooth

REPAIR PROCEDURE:

1. Replace the wireless Bluetooth speaker.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
08-60-70-AA	Speaker, Wireless Bluetooth - Inspect (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.
08-60-70-A6	Speaker, Wireless Bluetooth - Inspect and Replace (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.2 Hrs.

FAILURE CODE:

ZZ	Service Action
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