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SUBJECT:

UConnect Box/Telematic Box Module 2.0 - Network Information

OVERVIEW:

This bulletin involves providing information for the setup and function of the Uconnect Box/Telematic Box Module 2.0.

MODELS:

2020 (BV) Jeep Renegade

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

DISCUSSION:

UCONNECT BOX

Starting from Renegade Jeep Model Year 2020, the vehicles may be equipped (on request, where applicable) with the new Uconnect Box system, which allows the customer to be supported in the event of an accident (emergency - SOS) or malfunction of the car (roadside assistance - ASSIST).

The new system, technically called TBM 2.0 (Telematic Box Module 2.0), complies with the European Community requirement to introduce a system capable of contacting an emergency number and/or assistance automatically or manually on new vehicles.

The system, designed by FCA, allows constant access to a range of services which may be either included or optional.

NOTE: The services are not available for vehicles equipped with 5" radio.

Included

- BASIC: Included in the price of the car and immediately usable by the user without having to do anything else.
- STANDARD: Included in the price of the car, need to be pre-activated by the dealer and then activated by the user through online registration (web portal).

Optional

Not included in the price of the car, these services can be purchased at a later date and require activation by the user through online registration (web portal).

NOTE: The Customer Care service can help and support the customer also during registration:

Telematic Box Module 2.0

The TBM 2.0 is installed on the vehicle at the factory and is equipped with a GPS module, an integrated virtual SIM card and a Back-up Battery (BuB).

On MY20 and earlier vehicles, already on the road (e.g. Renegade MY20), the emergency call (SOS) will be picked up by a private call centre.

On newly type-approved vehicles and on some models starting from MY21, the SOS call will be picked up by the national public emergency number.

The call to the emergency or service numbers can be made:

Automatically

The emergency call (SOS) or service (ASSIST) is initiated when the device detects a major crash or a malfunction of the braking system, fuel system, engine, etc.

NOTE: The ASSIST automatic call function will be available in the future is but will not present at the launch of the system TBM 2.0.

Manually

Press the SOS or ASSIST buttons.

NOTE: According to the models/versions, the call can be made manually by pressing a button or by selecting a specific icon on the radio display (Fig. 1) .



Fig. 1
SOS or ASSIST Button Locations

Emergency call (SOS) - Manual mode

If necessary, hold the SOS call button or the SOS icon on the radio display pressed for about 2 seconds. The LED on the SOS button located on the ceiling light will turn green once connected to an SOS operator and will turn off when the connection is ended.

Once the connection has been established, the following data will be automatically transmitted to the Operations Centre, as authorised by the customer:

- Indication that the occupant has made an SOS call;
- The brand of the vehicle;
- The most recent known GPS coordinates of the vehicle.

If you are able to speak to the operator, do so through the car audio to provide additional information about the request for help.

If the system is unable to establish the voice call, or the line disconnects due to insufficient coverage, the SOS service will try to call the operational centre again for 5 minutes.

If the Operations Centre needs to get in touch with the vehicle again, the system may receive an incoming call which will be automatically accepted.

NOTE: If the SOS call button is pressed by mistake, it is possible to press it again within 10 seconds to cancel the operation or press the cancel button on the display of the radio. After 10 seconds it will no longer be possible to stop the emergency call from the car; the operator will close the call on call centre side.

Service Call (ASSIST) - Manual Mode

By pressing the ASSIST button or the Assist icon on the radio display, you can make a call to one or more of the following services:

Roadside assistance

In case of need, a connection will be established with the roadside assistance authority which will receive the vehicle type and its position directly.

NOTE: If the vehicle is not covered by the service, additional roadside assistance charges may apply.

Customer care

Customer care service (for versions/markets, where provided) to support all vehicle problems.

The LED on the ASSIST button (for versions/markets, where provided) located on the ceiling light will turn green once connected to an operator and will turn off when the connection is ended.

NOTE: If the ASSIST call button (in the models, where provided) is pressed by mistake, the call can be ended by pressing the same button again or by pressing the cancel button on the radio system display.

Once the connection has been established, the following data will be automatically transmitted, as authorised by the subscriber:

- Indication that the occupant has made an ASSIST call;
- The brand of the vehicle;
- The most recent known GPS coordinates of the vehicle;
- The type of error that occurred on the vehicle that automatically sent the ASSIST request (in the case of an automatic call - function to be implemented in the future, not present upon launch).

NOTE: Geolocation mode can only be deactivated for some functions such as "find vehicle" and "driving alerts". In case of an emergency, the car will always be tracked to send rescue.

The call will be made through the sound system of the vehicle to provide additional information on the request for assistance.

If the system is unable to establish the voice call, or the line disconnects due to insufficient coverage, the ASSIST service will try to call the operational centre again for certain number of times.

TBM 2.0 - Features

The TBM 2.0 has the following internal components (Fig. 2) :

- A device for accessing the mobile network
- A GPS device (GNSS - Global Navigation Satellite System)
- An integrated internal mobile phone aerial
- A backup battery (BuB)

The TBM 2.0 must be connected to (Fig. 2) :

- An external positioning aerial.
- A microphone of the vehicle.
- A remote speaker.
- The CAN (according to the architecture of the vehicle).
- The ORC/Airbag (Occupant Restrain Controller) module for automatic crash detection.

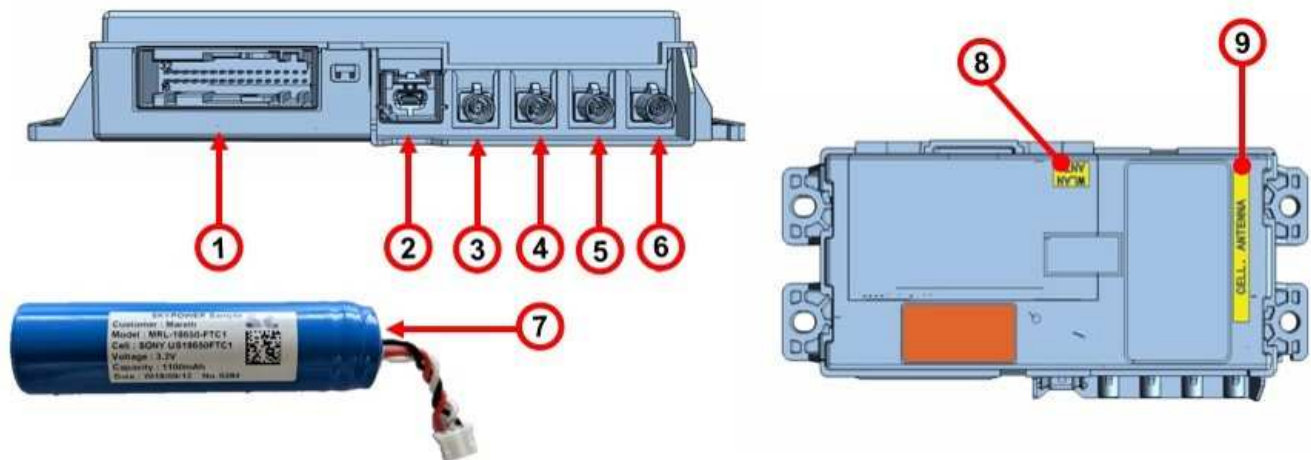


Fig. 2
TBM 2.0

- 1 - Connector
- 2 - USB port
- 3 - LTE aerial
- 4 - LTE 2 aerial
- 5 - GPS IN
- 6 - GPS OUT
- 7 - Backup battery (BuB)
- 8 - WLAN aerial
- 9 - LTE aerial

NETWORK INTERVENTIONS

The new TBM 2.0 system requires specific actions to be performed:

- During pre-delivery control operations (PDI),
- In case of module replacement,
- For checking back up battery charge (BuB).

Pre-Delivery Inspection (PDI)

The following operations have been modified/added for vehicles equipped with TBM 2.0:

Car conformity check - Diagnostics

During vehicle diagnostics, ignore the message that appears on the radio display because the TBM 2.0 module is initialising and this operation takes some time (5/10 minutes).

Final check - Connected Services

Turn the key on to check that the TBM 2.0 has been activated correctly (no error message on the radio display). Finally, check successful pre-activation on the Link.e.entry portal as shown below.

Perform a key-on and check that the Uconnect has been activated (there must be no error message on the infotainment display related to the Uconnect activation procedure in progress; if there is, refer to procedure 0010A14) On the Link.e.entry portal, check that the customer information has been paired with the Vehicle Identification Number (VIN). If not, pair them (refer to procedure 0010A14).

TBM 2.0 replacement:

Refer to the specific sections of the Technical Assistance Manual in the event of a service intervention requiring the replacement of the TBM 2.0.

Back-up Battery (BuB) test

A specific State Of Charge (SOC) battery test is planned for the Back-up Battery BuB to check its charge. Refer to the specific sections of the Technical Assistance Manual.

Initialisation of TBM and telematic services

Activating Connected Services (for versions/markets where provided)

NOTE: The following procedure is automatically performed by the TBM when LOGISTIC MODE is removed from the vehicle using wiTECH2. Therefore, it must be performed only if the Uconnect activation procedure error message persists on the radio display during the final check

- Check that the vehicle is located in an **area where GPS and mobile networks are available.**
- Perform a **key-on and hold it for at least 10 minutes**; in this case, the TBM will run some activities to connect to the server and the pop-up will be displayed simultaneously on the Radio screen.
- Perform a key-off /key-on. The Radio page popup will appear again.
- Wait for 2 minutes and run a key-off/key-on cycle, if a popup continues to appear in the Radio screen, the TBM is not yet ready for use.
Wait another 2 minutes and run a key-off/key-on cycle again: if the **pop-up** in the Radio screen **is no longer present, the TBM is ready for use** and the procedure has been completed.
- Repeat a key-off/key-on cycle again after 3 attempts to wait 2 minutes. If the pop-up is still displayed on the Radio screen **open a ticket to the Help Desk** (EContact/Star ticket).

Pre-activation check procedure**Check pairing between customer data and VIN (for versions/markets where applicable)**

- Access Link.e.entry and select "Connected Services" (Fig. 3) .
- Select the model (Fig. 3) ;



Fig. 3
Link.e.entry Pop-up

- 1 - "Connected Services" Tab
2 - "Model selection" Drop Down
-

- Enter the VIN of the Customer's vehicle and select "Check VIN" (Fig. 4) .

Fig. 4
User Data Pop-up

- 1 - Customer V.I.N. Entry
2 - "Check" Button
-

- If the "Remove Vehicle" key appears, it means that it has already been registered; the check has been completed successfully.

- If the "Send" key appears, it means that it has not yet been registered; fill in the "e-mail", "name" and "surname" fields with the data of the vehicle owner (Fig. 5) , and select "Send" to proceed with activation.



Fig. 5
Activation Pop-up

- 1 - Send Key
 - 2 - "Customer Data" Entry Fields
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- After registration, a pop-up will appear to confirm successful pairing. Only after having entered all the data; print the PDF and attach it to the PDI checklist (mandatory operation) (Fig. 6) .



Fig. 6
Confirmation Pop-up

- 1 - Connector
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Troubleshooting

If necessary, **open a ticket at the Help Desk** (EContact/Star ticket) to request assistance.

POLICY:

Information Only