	NUMBER:	08-024-20 REV. A
	GROUP:	08 - Electrical
	DATE:	March 21, 2020

SERVICE BULLETIN

This bulletin supersedes Service Bulletin 08-024-20, dated February 21, 2020, which should be removed from your files. All revisions are highlighted with **asterisks** and include converting to an RRT.

This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 20-019, dated March 21, 2020. All applicable Un-Sold RRT VINs have been loaded. To verify this RRT service action is applicable to the Un-Sold vehicle, use VIP or perform a VIN search in DealerCONNECT/Service Library.

SUBJECT:
Connected Services Including Mobile App Services - Inoperative

OVERVIEW:
This bulletin involves performing a proxi configuration, then perform a proxi alignment.

MODELS:

2019 - 2020	(MP)	Jeep Compass

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

NOTE: This bulletin applies to vehicles built on or after May 02, 2019 (MDH 0502XX) and on or before November 23, 2019 (MDH 1123XX) equipped with All VP4 Radios (Sales Code R04) and SiriusXM Guardian, 1-YR Trial (Sales Code RSK) and Build To U.S. Mkt. Specifications (Sales Code YAA) or Build To Canada Mkt. Specifications (Sales Code YAC).

SYMPTOM/CONDITION:
The customer may comment on the following:

All Connected Services are not enabled.

NOTE: ″Examples of connected services could include the ″Send N Go″ feature and the ″Search N Go″ feature.″

SOS soft key does not appear.

Remote operations from the Uconnect app, listed below, are inoperative:

- Door Lock.
- Door Unlock.
- Remote Start.
- Remote Start Cancel.

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 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 repair. **This RRT only applies to vehicles on the RRT VIN list.**

REPAIR PROCEDURE:

NOTE: Install a battery charger to ensure battery voltage does not drop below 13.2 volts. Do not allow the charging voltage to climb above 13.5 volts during the flash process.

1. Using wiTECH, "Restore Vehicle Configuration". This routine is available under the "Guided Diagnostics" tab found on the home, "Vehicle View", page of wiTECH.

2. Perform a "Proxi Configuration Alignment" and follow all prompts:

    a. Cycle the ignition OFF, unplug wiTECH pod and close the doors to let all modules go to sleep.

    b. Reconnect wiTECH.

    c. Cycle the ignition "ON" again.

3. Using wiTECH, perform a Radio/ETM hard reset, return to "Guided Diagnostics". Select "Reset ECU", then select "ETM", then follow screen prompts. After the ETM reset completes, the Connected Services apps should now appear.

4. Clear any DTC's which may have been set during this repair procedure.

5. Confirm the repair by going into the "Apps" section of the radio, then confirm the "SOS" icon is present on one of the pages (Fig. 1) .

Fig. 1
SOS App

1 - SOS Icon
2 - Apps Icon

POLICY:
Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
**18-19-02-FL	Module, Body Control (BCM) Restore Vehicle Configuration and Proxi Configuration Alignment Procedure (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs.**

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

- 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.
- The failure code "RF" (Required Flash) can no longer be used on Service Bulletin flashes. **The "RF" failure code must be used on an RRT.**
- 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.

RF	Required Flash - RRT
CC	Customer Concern