



April 2020

Dealer Service Instructions for:

Customer Satisfaction Notification W11 Radio Connected Services

Remedy Available

2020 (BV) Jeep® Renegade

*NOTE: This campaign applies only to the above vehicles equipped with **Telematic Box Module (TBM)** (Sales Code **RDG**) and **VP2 Refresh 7 radio** (Sales Code **UAG**).*

NOTE: Some vehicles above may have been identified as not involved in this campaign and therefore have been excluded from this campaign.

IMPORTANT: Some of the involved vehicles may be in dealer new vehicle inventory. Dealers should also consider this requirement to apply to used vehicle inventory and should perform this campaign on vehicles in for service. Involved vehicles can be determined by using the VIP inquiry process.

Inspection Procedure

Inspect if Connected Services are Enabled

1. Place the ignition switch in the run position.
2. Turn on the radio.
3. On the center console radio screen, select the Apps page by pressing "**Apps**" selection at the bottom of the screen. (Figure 1)
4. Is the "**SOS**" icon present? (Figure 1)
 - **YES:** Connected Services are enabled. No further action is required.
 - **NO:** Perform the Repair Procedure in order to enable Connected Services.



Figure 1 – Connected Services Enabled

Service Procedure

Enable Connected Services:

NOTE: The wiTECH scan tool must be used to perform this Customer Satisfaction Notice. The wiTECH software is required to be at the latest release level before performing this procedure.

1. Open the hood. Install a battery charger and verify that the charging rate provides 13.0 to 13.5 volts. Do not allow the charger to time out during the configuration process. Set the battery charger timer (if so equipped) to continuous charge.

NOTE: Use an accurate stand-alone voltmeter. The battery charger volt meter may not be sufficiently accurate. If voltage reading is too high, apply an electrical load by activating the park or headlamps and/or HVAC blower motor to lower the voltage.

2. Connect the wiTECH micro pod II to the vehicle data link connector located under the steering column.
3. Place the ignition in the “**RUN**” position.
4. Open the wiTECH 2.0 website.
5. Enter your “**User id**” and “**Password**” and your “**Dealer Code**”, then select “**Sign in**” at the bottom of the screen. Click “**Accept**”.
6. From the “**Vehicle Selection**” screen, select the vehicle to be updated.
7. From the **Left Margin Drop Down Menu**, under “**Activities**” select “**Guided Diagnostics**”.
8. Select “**Restore Vehicle Configuration**” then follow on-screen prompts to complete the vehicle configuration.
9. Cycle the ignition “**OFF**” then “**ON**” again.

Service Procedure [Continued]

10. From the **Left Margin Drop Down Menu**, under “**Activities**” select “**Guided Diagnostics**”.
11. Select “**Proxi Configuration Alignment**” then follow on-screen prompts to complete the proxi configuration alignment.
12. Cycle the ignition to the “**OFF**” position.
13. Disconnect the wiTECH micro pod II device from the vehicle.
14. Open/close the vehicle door then wait one minute for the Controller Area Network (CAN) data bus to go to sleep.
15. Connect the wiTECH micro pod II to the vehicle data link connector.
16. Place ignition in the “**RUN**” position.
17. From the **Left Margin Drop Down Menu**, under “**Activities**” select “**Guided Diagnostics**”.
18. Select “**Reset ECU**” then select “**ETM**” then follow on-screen prompts. After the ETM reset completes, the Connected Services apps should now appear
19. From the “**Action Items**” screen, click “**All DTCs**”, select “**Clear All DTCs**”, click “**Continue**” and then click “**Close**”.
20. If DTCs are still stored, cycle the ignition OFF/ON then clear DTCs again.
21. On the center console radio screen, select the Apps page by pressing “**Apps**” selection at the bottom of the screen.
22. Verify that the “**SOS**” icon is now present (Figure 1).

NOTE: If "SOS" icon is not present, repeat the Service Procedure.

Service Procedure [Continued]

23. Turn the ignition to the “**OFF**” position and remove the wiTECH micro pod II from the vehicle data link connector.
24. Remove the battery charger from the vehicle and then close the hood.
25. Return the vehicle to the customer.

Completion Reporting and Reimbursement

Claims for vehicles that have been serviced must be submitted on the DealerCONNECT Claim Entry Screen located on the Service tab. Claims paid will be used by FCA to record Customer Satisfaction Notification service completions and provide dealer payments.

Use one of the following labor operation numbers and time allowances:

	Labor Operation Number	Time Allowance
Inspect Radio for "SOS" icon.	18-W1-11-81	0.2 hours
Inspect Radio for "SOS" icon, perform Restore Vehicle Configuration and Proxi Configuration Alignment	18-W1-11-82	0.3 hours

NOTE: See the Warranty Administration Manual, Recall Claim Processing Section, for complete claim processing instructions.

Dealer Notification

To view this notification on DealerCONNECT, select "Global Recall System" on the Service tab, then click on the description of this notification.

Owner Notification and Service Scheduling

All involved vehicle owners known to FCA are being notified of the service requirement by mail. They are requested to schedule appointments for this service with their dealers. A generic copy of the owner letter is attached.

Vehicle Lists, Global Recall System, VIP and Dealer Follow Up

All involved vehicles have been entered into the DealerCONNECT Global Recall System (GRS) and Vehicle Information Plus (VIP) for dealer inquiry as needed.

GRS provides involved dealers with an updated VIN list of their incomplete vehicles. The owner's name, address and phone number are listed if known. Completed vehicles are removed from GRS within several days of repair claim submission.

To use this system, click on the “**Service**” tab and then click on “**Global Recall System.**” Your dealer's VIN list for each recall displayed can be sorted by: those vehicles that were unsold at campaign launch, those with a phone number, city, zip code, or VIN sequence.

Dealers should perform this repair on all unsold vehicles *before* retail delivery. Dealers should also use the VIN list to follow up with all owners to schedule appointments for this repair.

VIN lists may contain confidential, restricted owner name and address information that was obtained from the Department of Motor Vehicles of various states. Use of this information is permitted for this notification only and is strictly prohibited from all other use.

Additional Information

If you have any questions or need assistance in completing this action, please contact your Service and Parts District Manager.

Customer Service / Field Operations
FCA US LLC

This notice applies to your vehicle,

[Model Year and Model]

VIN XXXXXXXXXXXXXXXXXXXX

W11

LOGO

VEHICLE PICTURE

YOUR SCHEDULING OPTIONS

- 1. RECOMMENDED OPTION**
Call your authorized Chrysler / Dodge / Jeep® / RAM Dealership
- 2. Call the FCA Recall Assistance Center at 1-800-853-1403. An agent can confirm part availability and help schedule an appointment**
- 3. Visit recalls.mopar.com, scan the QR code below, or download the Mopar Owner's Companion App.**

QR Code

Get access to recall notifications, locate your nearest dealer, and more through this website or Mopar Owner's Companion App. You will be asked to provide your Vehicle Identification Number (VIN) to protect and verify your identity.

DEALERSHIP INSTRUCTIONS

Please reference CSN W11.

CUSTOMER SATISFACTION NOTIFICATION

Radio Connected Services

Dear [Name],

At FCA US LLC, we recognize that the success of our business depends on the satisfaction of our customers. We are constantly monitoring the quality of our products and looking for opportunities to improve our vehicles even after they are sold. Because your long-term satisfaction is important to us, we are contacting you on important improvements we would like to make to your vehicle ^[1]. This will be done at no charge to you.

We are recommending improvements be performed on the Telematic Box Module (TBM) and Radio on certain [2020 Model Year (BV) Jeep® Renegade] vehicles.

WHY DOES MY VEHICLE NEED REPAIRS?

The radio connected services, including mobile App services, on your vehicle may not be operative and the SOS icon does not appear in the Apps section of the radio. Examples of connected services could include the "Send N Go" feature and the "Search N Go" feature. Remote operations from the Uconnect app, are inoperative: Door Lock, Door Unlock, Remote Start, Remote Start Cancel.

HOW DO I RESOLVE THIS CUSTOMER SATISFACTION NOTIFICATION?

FCA US will repair your vehicle free of charge (parts and labor). To do this, your dealer will inspect the radio to determine if Connected Services are enabled. If not enabled, a "Restore Vehicle Configuration" and a "Proxi Configuration Alignment" procedure must be performed to enable Connected Services. The estimated repair time is thirty minutes. In addition, your dealer will require your vehicle for proper check-in, preparation, and check-out during your visit, which may require more time. Your time is important to us, so we recommend that you schedule a service appointment to minimize your inconvenience. Please bring this letter with you to your dealership.

**TO SCHEDULE YOUR FREE REPAIR,
CALL YOUR CHRYSLER, DODGE, JEEP OR RAM DEALER TODAY**

WHAT IF I ALREADY PAID TO HAVE THIS REPAIR COMPLETED?

If you have already experienced this specific condition and have paid to have it repaired, you may visit www.fcarecallreimbursement.com to submit your reimbursement request online. ^[2] Once we receive and verify the required documents, reimbursement will be sent to you within 60 days. If you have had previous repairs performed and/or already received reimbursement, you may still need to have the repair performed.

We apologize for any inconvenience, but are sincerely concerned about your satisfaction. Thank you for your attention to this important matter.

Customer Assistance/Field Operations
FCA US LLC



Mr. Mrs. Customer
1234 Main Street
Hometown, MI 48371

[1] If you no longer own this vehicle, please help us update our records. Call the FCA Recall Assistance Center at 1-800-853-1403 to update your information.

[2] You can also mail in your original receipts and proof of payment to the following address for reimbursement consideration: FCA Customer Assistance, P.O. Box 21-8004, Auburn Hills, MI 48321-8007, Attention: Recall Reimbursement.