



**NUMBER:** 08-057-20

**GROUP:** 08 - Electrical

**DATE:** May 13, 2020

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**This Service Bulletin is also being released as Rapid Response Transmittal (RRT) 20-031, dated May 13, 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:***

Navigation Feature Missing

***OVERVIEW:***

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

***MODELS:***

2020 (M7) Jeep Compass

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

**NOTE:** This bulletin applies to vehicles built on or after February 21, 2020 (MDH 0221XX) and on or before March 13, 2020 (MDH 0313XX) equipped with All VP4 Radios (Sales Code R04) and GPS Navigation (Sales Code JLN).

***SYMPTOM/CONDITION:***

The customer may notice the Navigation feature is missing in the radio.

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

1. Put the ignition in the “RUN” and turn on the radio, Check for a “Nav” icon on the bottom of the radio display, (Fig. 1) .



Fig. 1

### Nav Icon Location on Display Screen

2. Was the “Nav” icon **missing** on the radio display screen?
  - YES>>> Proceed to [Step 1](#) of the Repair Procedure.
  - NO>>> This bulletin has been completed. Use inspection LOP (18-19-02-S1) to close this active RRT.

### 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. Clear any DTC’s which may have been set during this repair procedure.
4. Is the “Nav” icon on the radio display screen?
  - YES>>> This bulletin has been completed.
  - NO>>> Normal diagnostic should be performed.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
18-19-02-S1	Nav Icon, Inspection Only (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.
18-19-02-S2	Module, Body Control (BCM) Inspect, Restore Vehicle Configuration and Proxi Configuration Alignment Procedure (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs.

**FAILURE CODE:**

- 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.**

RF	Required Flash - RRT
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