SERVICE BULLETIN

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	(M7)	Jeep Compass

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

NOTE: This bulletin applies to vehicles equipped with the Global Telematics Box Module (Sales Code RDG).

DISCUSSION:

UCONNECT BOX
These vehicles will be equipped 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 vehicle (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 US LLC, allows constant access to a range of services called UConnect Services which may be either included or optional.

NOTE: The services are not available for vehicles equipped with a 5″ Display Radio.

Included:
- BASIC: Included in the price of the vehicle and immediately usable by the user without having to do anything else.
- STANDARD: Included in the price of the vehicle, 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 vehicle, these services can be purchased at a later date and require activation by the user through online registration (web portal).

- Uconnect services customers may purchase a new optional FCA package My Theft Assistance. The package will be available on the My Uconnect web portal, with the annual renewal method. My Theft Assistance includes the following services: Theft Alarm Notification and Stolen Vehicle Assistance to receive notifications (App and web) and support in case of theft.

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

Telematic Box Module 2.0:
The Telematic Box Module (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 MY 2020 and earlier vehicles, already on the road (e.g. Renegade MY 2020), the emergency call (SOS) will be picked up by a private call centre.

On newly type-approved vehicles and on some models starting from MY 2021, the SOS call will be picked up by the national public emergency number.

A call to the emergency or service numbers can be made by one of the following:

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 And ASSIST Button Locations

Emergency call (SOS) - Manual Mode:
If necessary, press and hold the ″SOS″ call button or press the ″SOS″ icon on the radio display pressed for about two seconds. The LED on the ″SOS″ button located on the rearview mirror 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 authorized by the customer:

- Indication that the occupant has made an SOS call.
- The brand and the model 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 vehicle 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 five 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 vehicle; 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 dome lamp 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 and the model 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 vehicle 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 Global Navigation Satellite System (GNSS).
- An integrated internal mobile phone aerial.
- A backup battery (BuB).

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

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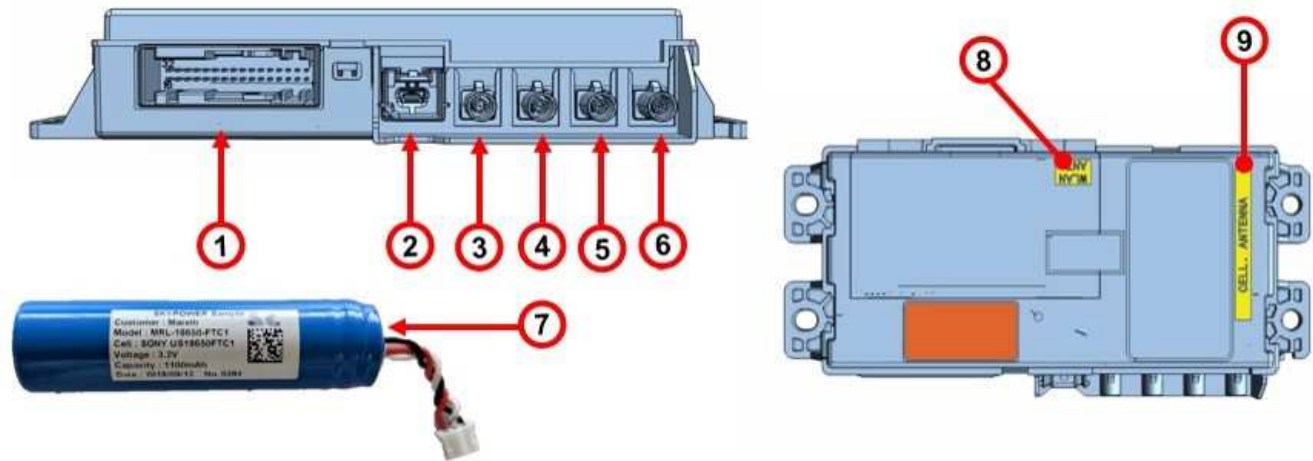- The ORC/Airbag (Occupant Restrain Controller) module for automatic crash detection.

Fig. 2
TBM 2.0

1 - Connector
2 - USB Port
3 - LTE Aerial Port
4 - LTE 2 Aerial Port
5 - GPS IN Port
6 - GPS OUT Port
7 - Backup Battery (BuB)
8 - WLAN Aerial
9 - LTE Aerial

Network Interventions:

The new TBM 2.0 system requires the following 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:

Vehicle Conformity Check - Diagnostics:

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

Final Check - Connected Services:

Place the ignition to the on position 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 ignition-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) **(Refer to Link.e.entry / WorkshopOnLine / PDI)**.

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.

Initialization 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 wiTECH 2. 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 **ignition-on and hold it for at least 10 minutes**; 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 ignition-off/ignition-on. The radio page pop-up will appear again.
- Wait for two minutes and run a ignition-off/ignition-on cycle, if a pop-up continues to appear in the radio screen, the TBM is not yet ready for use.
  Wait another two minutes and run a ignition-off/ignition-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 ignition-off/ignition-on cycle again after three attempts to wait two 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 VIN 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

- 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 - Print PDF Button

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

POLICY:
Information Only