

STAR ONLINE PUBLICATION

Case Number: S2008000092

Release Date: 06/25/2020

Symptom/Vehicle Issue: Compass Inoperative Or Stuck In One Direction

Customer Complaint /Technician observation: Owner complaint is that the compass display is stuck in one direction and will not change. Technician observed the compass display does not change from the one direction. Vehicle has the correct compass variance setting and has been reset without any change.

Repair Procedure: If no radio options for setting the compass variance, view **Instrument Cluster Display Menu Items**

NOTE: The instrument cluster display menu items display in the center of the instrument cluster. Menu items may vary depending on your vehicle features.

“Compass”

By selecting the item “Compass” you can make the following adjustments:

- Compass Calibration – must be performed in an open area and may require a few attempts to complete.
- Compass Variance

Engine Off Options for radio equipped features.

After pressing the “Engine Off Options” button on the touchscreen, the following settings will be available:

Radio Off Delay — If Equipped + – Compass Settings — If Equipped

After pressing the “Compass Settings” button on the touchscreen, the following settings will be available:

NOTE: Before compass calibration is performed, the compass variance zone should be set for best results.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found

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Setting Name Selectable Options

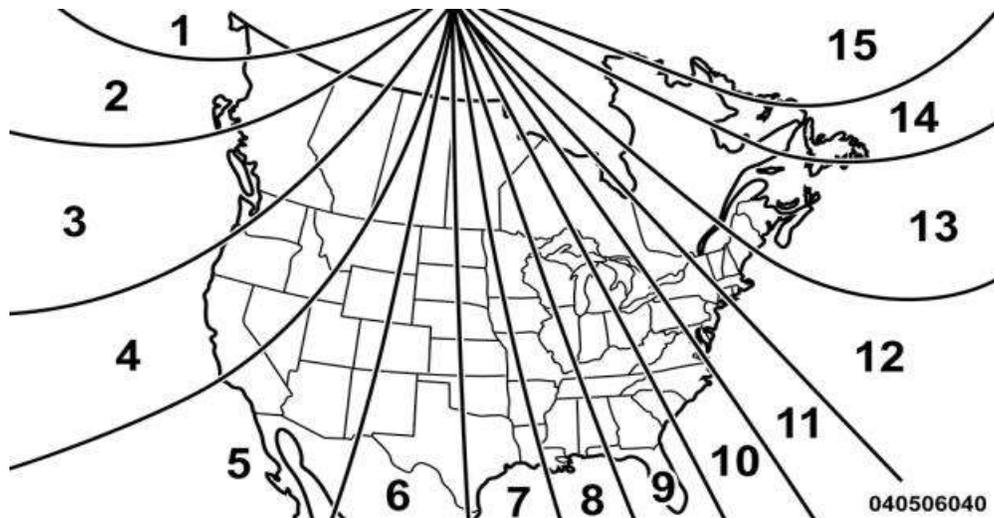
Compass Variance 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15

When the "Compass Variance" feature is selected, it allows the compass variance to be set to any number from 1 to 15 per the compass variance zone map figure.

Compass Variance is the difference between Magnetic North and Geographic North.

To compensate for the differences, the variance should be set for the zone where the vehicle is being driven, illustrated in the zone map. Once properly set, the compass will automatically compensate for the differences when calibrated, and provide the most accurate compass headings.

NOTE: Keep magnetic materials away from the top of the instrument panel, such as iPod's, Mobile Phones, Laptops and Radar Detectors. This is where the compass module is located, and it can cause interference with the compass sensor, and it may give false readings.



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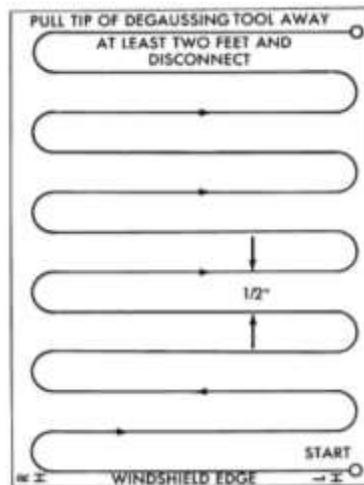
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Perform Compass Calibration

Press the “Calibration” button on the touchscreen to change this setting. This compass is self-calibrating, which eliminates the need to manually reset the compass. When the vehicle is new, the compass may appear erratic until it is calibrated. You may also calibrate the compass by pressing the “ON” button on the touchscreen and completing one or more 360-degree turns (in an area free from large metal or metallic objects). The compass should now function normally.

If the above actions fail, the vehicle may have an electromagnetic field interfering with the compass module, thus requiring a degaussing procedure.

Use Mopar tool number 6029 to demagnetize the following suspect areas in order as needed. Slowly pass the degaussing tool over these areas listed below in an east/west direction several times and up to as many as 6 times depending on the strength of the magnetism, this to demagnetize the areas completely; recalibrate and test drive in an open area to complete and calibrate.



Example tool usage – DS truck – 8M Message center -COMPASS DEMAGNETIZING

Top of I.P.

Glove box area – with box open.

Front and rear roof from interior – without removing headliner

Rear cargo area – remove load floor – and roof area

Front and rear seats, Front and rear foot wells

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