



## STAR ONLINE PUBLICATION



**Case Number:** S228A000006

**Release Date:** May 2022

**Symptom/Vehicle Issue:** Jeep Mobile App Remote Operations Inoperative

**Discussion:** Customers might observe Remote Start / Remote Lock / Remote Unlock on the Jeep mobile app works intermittently. Please check for any active or stored Diagnostic Trouble Codes (DTCs). Run a vehicle scan report and resolve active or stored antenna DTCs and Global Telematics Box Module (TBM) DTCs.

**Engineering is working on a software enhancement. Please DO NOT replace the TBM module for this concern.**

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**