

REFERENCE:	TSB: 08-229-23 GROUP: 08 - Electrical	Date:	October 12, 2023	REVISION:	–
VEHICLES AFFECTED:	2019 - 2023 (BV) Jeep Renegade 2020 - 2021 (M7) Jeep Compass 2020 - 2022 (M6) Jeep Compass 2021 - 2023 (MV) Jeep Compass This bulletin applies to vehicles equipped with a Global Telematics Box Module (Sales Code RDG) and Connectivity - Europe (Sales Code (RTK)). This bulletin applies to: <ul style="list-style-type: none"> • MV vehicles built on and before January 16, 2023 (MDH 0116XX). • BV vehicles built on and before January 23, 2023 (MDH 0123XX). 			MARKET APPLICABILITY: <input checked="" type="checkbox"/> NA <input type="checkbox"/> MEA <input type="checkbox"/> SA <input type="checkbox"/> IAP <input checked="" type="checkbox"/> EE <input type="checkbox"/> CH	
CUSTOMER SYMPTOM:	The customer may experience the one or more of the following: <ul style="list-style-type: none"> • Outdated vehicle data on customer's mobile app. • Connected Services maintenance popup displayed on the radio screen. • Connected Services battery maintenance popup displayed on the radio screen. 				
CAUSE:	TBM Software				

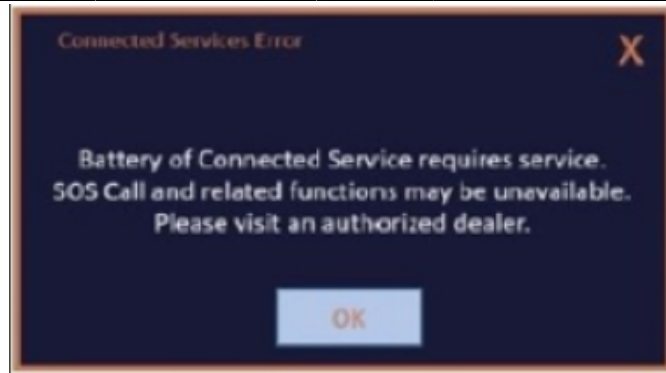


Fig. 1
Battery Of Connected Services Requires Service

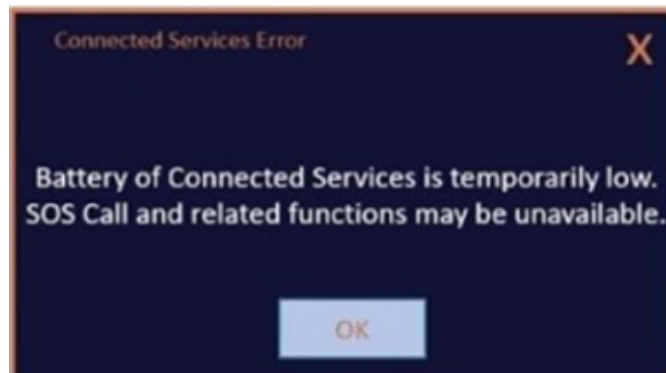


Fig. 2
Battery Of Connected Services Is Low

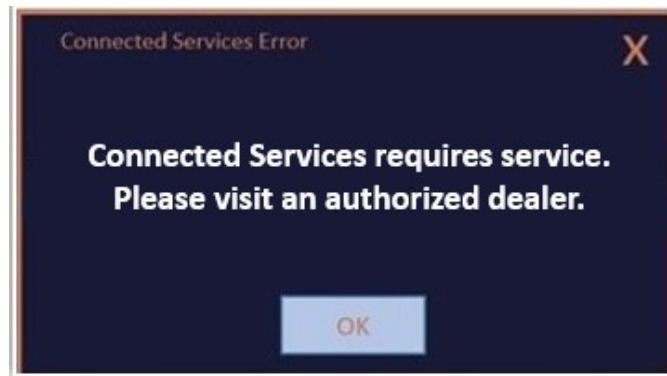


Fig. 3
Connected Services Message

Messages displayed on the radio screen: “Battery of Connected Services Requires Service.” , “Battery of Connected Services is Temporarily Low” and “Connected Services requires service” Fig. 1 , Fig. 2 and Fig. 3.

REPAIR SUMMARY:

This bulletin involves reprogramming the Global Telematics Box Module with the latest available software.

CLAIMS DATA:

Labor Operation No:	Labor Description	Skill Category	Labor Time
18-19-55-A6	Module, Global Telematics Box (TBM) - Reprogram (0 - Introduction)	6 - Electrical and Body Systems	3.0 Hrs.
Failure code	CC	Customer Concern	

The dealer must use failure code CC with this Technical Service Bulletin.

- If the customer’s concern matches the SYMPTOM identified in the Technical Service Bulletin, failure code CC is to be used.
- When utilizing this failure code, the 3C’s (customer’s concern, cause and correction) must be provided for processing Technical Service Bulletin flash/reprogramming conditions.

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 the customer describes any of the symptoms listed above in the customer symptom section, perform the Repair Procedure.

SPECIAL TOOLS/EQUIPMENT:

Description	Ref. No.	Notes
wiTECH or Equivalent	–	–

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.

NOTE: If this flash process is interrupted/aborted, the flash should be restarted.

1. Reprogram the TBM with the latest software. Detailed instructions for flashing control modules using the wiTECH Diagnostic Application are available by selecting the application’s “HELP” tab.
2. Clear all DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow them to be cleared.

POLICY:

Reimbursable within the provisions of the warranty.

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