

<b>REFERENCE:</b>	<b>TSB:</b> 08-160-24 <b>GROUP:</b> 08 - Electrical	<b>Date:</b>	July 12, 2024	<b>REVISION:</b>	–
<b>VEHICLES AFFECTED:</b>	<b>2019 - 2024 (BV) Jeep Renegade</b> <b>2019 - 2020 (M7) Jeep Compass (Italy)</b> <b>2020 - 2024 (M6) Jeep Compass (India)</b> <b>2020 - 2024 (JT) Jeep Gladiator</b> <b>2020 - 2024 (JL) Jeep Wrangler</b> <b>2021 - 2024 (MV) Jeep Compass (Italy)</b> <b>2023 - 2024 (WL) Jeep Grand Cherokee/ Grand Cherokee L</b> <b>2023 - 2024 (JJ) Jeep Avenger</b> This bulletin applies to vehicles equipped with a Global Telematics Box Module (TBM) and Connectivity - Europe (Sales Code RTK).			<b>MARKET APPLICABILITY:</b>	
				<input type="checkbox"/> NA	<input type="checkbox"/> MEA
				<input type="checkbox"/> SA	<input type="checkbox"/> IAP
				<input checked="" type="checkbox"/> EE	<input type="checkbox"/> CH
<b>CUSTOMER SYMPTOM:</b>	<b>Customers may experience the following:</b> <ul style="list-style-type: none"> <li>• Various Connected Services issues.</li> </ul>				
<b>CAUSE:</b>	<b>Problem regarding the on-board connected service devices or the off-board server data configuration.</b>				

**REPAIR SUMMARY:**

The purpose of this informative Technical Service Bulletin (TSB) is to support the Network on the following topics:

- Discern the different kinds of connected service issues (onboard / offboard).
- Support the customer in his journey to open a request via Customer Care.
- Address on the correct actions to properly manage a customer complaining about the received assistance.

**DISCUSSION:**

**Dealer Assistance Flow**

According to the customer complaint and what problem is identified on the vehicle by the dealer technician, the assistance flow can be applied as below:

1. Is the customer complaint an on-board issue in the vehicle and/or has the dealer technician identified a defective functioning of one or more components installed on the vehicle?

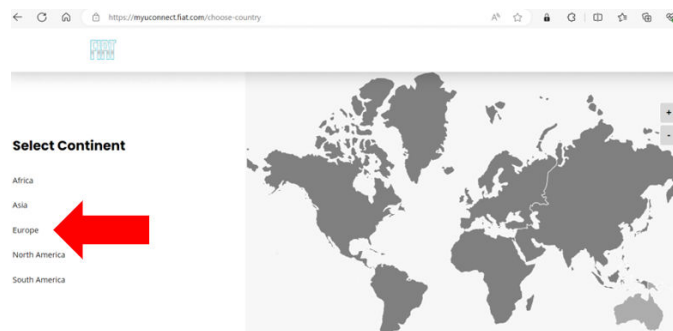
**NOTE: Typical on-board issues examples are: TBM malfunctions, radio generic malfunctions, bluetooth issues, etc..**

- YES>>> Repair the issue(s) on the vehicle. For advanced Technical Assistance needs only, open a DID-A “vehicle” ticket on PAMIR to get technical help.
- NO>>> Proceed to [Step 2](#).

2. Is the customer complaint an off-board issue? Meaning has the dealer service advisor or the technician identified that the issue is not on the vehicle but rather on the customer mobile app or something wrong in the off-board server data configuration?
  - YES>>> Address the customer to contact the Customer Care and help the customer according to instruction provided in the 'How to open a customer care request from the web portal' paragraph further down in this document.
  - NO>>> Proceed to [Step 3](#).
3. Is the customer complaint about the assistance received for a Connected Service problem?
  - YES>>> Manage the complaint and carefully analyze the issues raised in attempting to solve it. If unable to solve, open a DID-A “vehicle” ticket on PAMIR to get technical help from Technical Assistance and Connectivity teams.
  - NO>>> This bulletin does not apply.

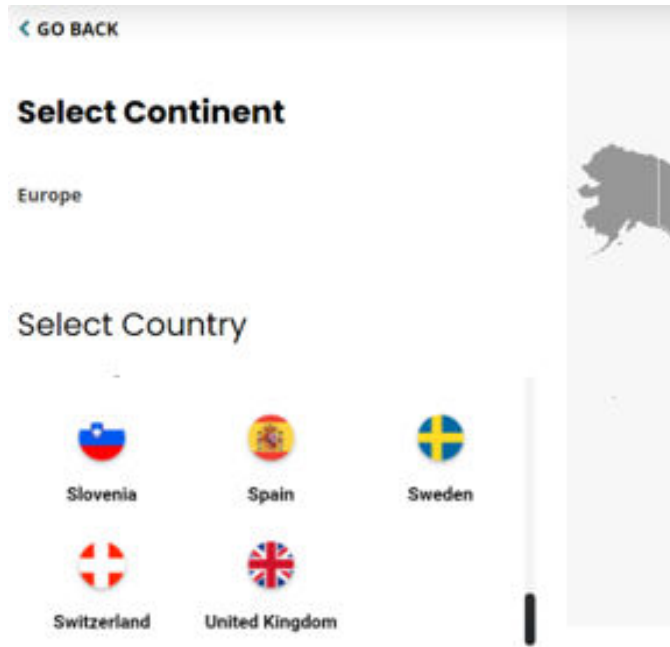
### How to open a customer care request from the web portal (Fiat, Lancia, Alfa Romeo, Fiat Professional, Abarth, Jeep):

1. Go to one of the following links (depending the Brand) and choose your region [Fig. 1](#):
  - <https://myuconnect.fiat.com/>
  - <https://myalfaconnect.alfaromeo.com/>
  - <https://myuconnect.fiatprofessional.com/>
  - <https://myuconnect.jeep.com/>



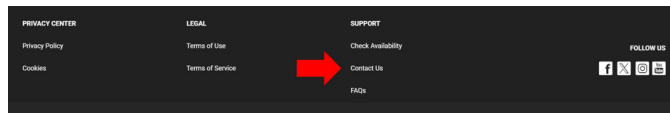
**Fig. 1**  
Select Your Region

2. On the left menu, select your country Fig. 2.



**Fig. 2**  
Select Your Country

3. In the dark area at the bottom of the page click on "Contact Us", you will be redirected to: <https://fcaemea.my.site.com/> Fig. 3.



**Fig. 3**  
Contact Us

4. Clicking again in the top left corner on "Contact Us" you will open the contact web form Fig. 4.



**Fig. 4**  
FIAT Example

5. Fill out the form with the required customer data Fig. 5.

**NOTE: Email address must be the same of the subscription done by the customer.**

The screenshot shows the 'Contact Us' form with the following fields: 'Where are you?' (with 'Private' and 'Company' radio buttons), 'First Name', 'Phone number', 'Email', 'Last Name', 'Mobile', 'Country E-mail', 'What's your enquiry about?' (with a 'None' dropdown), and 'Description'. There are also 'Upload File' and 'Or drag files' options, a 'SEND' button, and a 'I'm not a robot' checkbox.

**Fig. 5**  
Contact Us Form

6. From the window menu select "Compliant" and a new field "VIN" will appear on the right side Fig. 6.

This screenshot shows the 'Contact Us' form after the 'Compliant' option has been selected in the 'What's your enquiry about?' dropdown. A new field labeled '\*VIN or license plate number' has appeared on the right side of the form. A red arrow points to the 'Compliant' selection, and another red arrow points to the new VIN field.

**Fig. 6**  
New Field "VIN"

7. Select here the type of complaint you want to report Fig. 7.

The screenshot shows the 'Type of Complaint' dropdown menu open, displaying a list of complaint categories such as 'Account management', 'Mobile App (My Connect, My AFA Connect, FAF)', 'Technical support', 'Troubleshooting', 'Map One Portal Map access problems', 'Map One Portal Login and system access problems', and 'Vehicle'. A red arrow points to the dropdown menu.

**Fig. 7**  
Complaint Report

8. In the field "Description" write \*User email (account); \* VIN; \* device impacted; \* a detailed description of the issue and customer journey Fig. 8.

This screenshot shows the bottom portion of the 'Contact Us' form. Red arrows point to the 'Description' text area, the 'SEND' button, and the 'I'm not a robot' checkbox. The 'SEND' button is highlighted in yellow.

**Fig. 8**  
Complaint Form

9. Complete the request uploading the print screens showing actions done and the error, check the box “I’m not a robot” then click “Send”.

**What to do when customer complains about the assistance received for a Connected Service problem**

1. Manage the complaint and analyze with accuracy the problem and attempt to solve it.
2. If unable to solve the issue complained, please follow the procedure on after sales channel. Refer also to iSolve item 39384 that contains all required info and the mandatory template you have to use, listed here for your convenience:
  - Customer Care case reference.
  - Affected VIN.
  - Impacted application (e-Remote).
  - Subscription contract number.
  - About Customer mobile device:
    - Brand and model of the mobile device (ex: Sony Xperia Z5 compact).
    - Operational system version of the mobile device (ex ANDROID 7.0, IOS 11, etc.).
    - Version of the mobile APP (ex: 1.45.0).
  - Description of the incident:
    - NOTE: it is MANDATORY to add screenshots of the problem.
    - Technical description of the problem (not Verbatim).
    - Date and hour of the customer issue.
    - Indicate the error message showed by the App.
    - Frequency of the problem (it worked before; it never worked).
    - Customer authorization to reset the password of his account, if needed.
3. Then open a DID-A “vehicle” ticket on PAMIR to get technical help from Technical Assistance and Connectivity teams.

**POLICY:**

**Information Only**

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