



# Uconnect<sup>®</sup>

## DEALER FAQs

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## CONNECTED SERVICES ACTIVATION

### Q: My customer has specific questions about how to use their connected services. What should I tell them?

Walk the customer through the Connected Services on their vehicle. Be sure to cover safety and assistance features as well as remote features available on Uconnect. If the customer has questions about their subscription or technical issues, direct the customer to call SiriusXM Guardian at 844-796-4827 or press the Assist button inside the vehicle and select **SiriusXM Guardian Connected Services**. Be sure to follow-up to ensure satisfaction.

### Q: How do I activate my customer's Connected Services using the Owner Support+ Delivery Checklist?

All dealers should use the Owner Support+ Delivery tool to activate Connected Services for customers. It is a simple step-by-step process shown below:

1. Select **Owner Support+ Delivery Checklist**:



2. Enter customer's VIN and select **Owner Support+**:



### CONNECTED SERVICES ACTIVATION *(continued)*

3. In the OS+ delivery checklist, select **Activate Services**:



4. Confirm customer's email, first and last name and verify that customer is 18 years or older. Remind customers to check their email and complete the registration process through the owner's site at Mopar.com. Select **I Am 18 Years Or Older And Wish To Activate**:



5. Confirm customer's consent: hand the OS+ tablet to the customer so they can review the Terms of Service/Privacy Policy (by moving the scroll button up or down). If customer agrees, they would select **I AGREE**:



**\*Tip:** If you receive an error when trying to activate, reload OS+ and try again. **IMPORTANT:** Your customers will not be able to use all of their services until they register their owner account and download the Uconnect app. Please walk your customers through all of these processes before they leave the dealership.

## CONNECTED SERVICES ACTIVATION *(continued)*

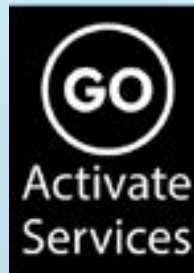
### Q: How do I activate Connected Services using the customer's touchscreen display inside the vehicle?

Vehicles equipped with the Uconnect 4C or 4C NAV can be activated using the Uconnect Touchscreen. Here are the steps using the Activate Services app:

1. Select **Apps**:



2. Select **Activate Services** from the list of apps:



3. Enter customer's First Name, Last Name and Email address, then press **Continue**. Customers will receive an email message at the email address provided that prompts them to complete an Owner Account profile at the Mopar.com owner website:



\*Guide your customer through the registration process and help them download the Uconnect app before they leave the dealership.

### CONNECTED SERVICES ACTIVATION *(continued)*

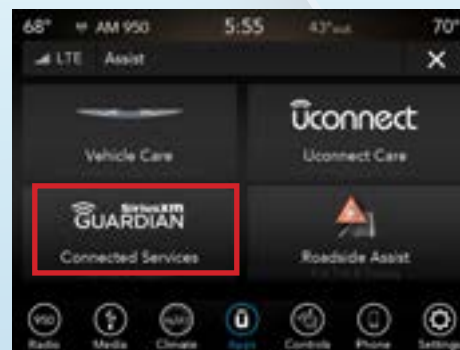
#### **Q: My customer's truck is not equipped with in-vehicle activation. How can I activate Connected Services by contacting a Customer Care Agent?**

By pressing the **Assist** button located on the rear view mirror\* inside the customer's vehicle, you can activate Connected Services with the help of a SiriusXM Guardian agent. Here are the steps for agent enrollment:

1. Select the **Assist** button:



2. On the touchscreen, select **SiriusXM Guardian Connected Services**:



3. The SiriusXM Guardian agent will take you through the steps to complete the process. The agent will request credit card information during activation; however, providing credit card information is optional and totally at the customer's discretion.

\*For some vehicles, the Assist button is located on or near the rear view mirror.

#### **Q: I helped my customer activate their connected services trial but they never received an email to create their Mopar.com account. What should they do?**

Have your customer check their Spam/Junk folder. The link provided in the email is good for 72 hours, after which time the link expires. If the customer still can't find the email, call SiriusXM Guardian at 844-796-4827 (Select Option 2). Be sure to follow-up with your customer to ensure the issue was resolved and that they were able to download and successfully use the Uconnect App.

## REGISTRATION & ENROLLMENT

**Q: My customer cannot register for SiriusXM Guardian because someone else's name is registered to the vehicle. How can I help the customer register for their trial?**

- Process for a **Dealer** to update Customer Information:  
A fax must be sent to SiriusXM Guardian at +1 (248) 436-0285.

Please include the following:

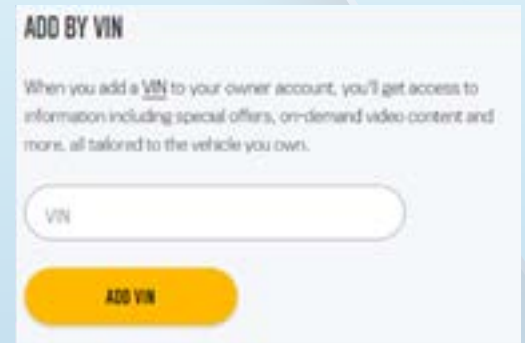
1. Cover sheet with:
    - a. Customer Full Name
    - b. Customer Phone & Email
    - c. Full VIN
  2. Provide one of the following documents to demonstrate proof of ownership
    - a. Vehicle Title
    - b. Bill of Sale
    - c. Purchase Agreement
    - d. Finance Contract
- Process for a **Customer** to update their information:
    1. Call SiriusXM Guardian by pressing the Assist button inside the vehicle and selecting the **SiriusXM Guardian Connected Services** icon, or call SiriusXM Guardian directly at 844-796-4827. Select Option 2. Provide Information and VIN to Agent.
    2. Provide proof of ownership (documents accepted listed above).

### ACCOUNT SETUP & MAINTENANCE

#### **Q: How can my customer add a new vehicle to their existing Mopar owner account and to their Uconnect App?**

New vehicles should appear automatically, provided the name and email address for the vehicle matches identically to the name and email address on the Mopar.com account.

- For a CONNECTED vehicle:
  - a. Make sure the vehicle was properly activated and registered with SiriusXM Guardian
  - b. Vehicle should appear automatically on Mopar Owner Account provided owner information matches with the one on Mopar Owner Account
  - c. Vehicle can also be added on Mopar Owner Account manually by VIN
    - Please note Connected Services will not work if the vehicle is NOT activated and registered
- For a NON-CONNECTED vehicle:
  - a. Vehicles can be added manually by VIN:
    - Log into your Mopar Owner Account
    - Select **My Garage** or the vehicle dropdown list (next to the account holder's name in the upper right corner) then select **Select Another Vehicle**
    - Enter the VIN in the VIN field and click the **ADD VIN** button
    - Please note a non-connected vehicle cannot be added to the Uconnect App



### MOBILE APP

#### **Q: Which mobile app should be used with the SiriusXM Guardian Connected Services?**

The customer should be using the Uconnect Mobile App. Within the Google Play Store or the Apple App Store, search for "Uconnect" and select the app with the white "U" on a light blue background.



## REMOTE FEATURES

### **Q: Which remote services are available with SiriusXM Guardian?**

The Uconnect app allows customers access to these remote services:

- Door lock/unlock
- Vehicle start
- Vehicle finder
- Vehicle Information
- Horn and lights
- Send & Go (send address to Uconnect navigation system)
- Smartwatch integration (provides remote access to lock/unlock, remote start and vehicle stats)
- Chrysler, Dodge, Jeep® and Ram Skills for Amazon Alexa

### **Q: My customer forgot their Password and PIN for the Uconnect App. How can they reset the password and PIN?**

- To reset **Password**: direct your customer to their Mopar Owner Account at Mopar.com and click **Forgot Password**. A reset link is then sent to the email address associated with their account.
- To reset **PIN**: call SiriusXM Guardian at 844-796-4827.

### **Q: My customer still receives Vehicle Health Report emails on a vehicle they no longer own. How can they remove their information from their old vehicle and stop receiving these alerts?**

Have the customer contact SiriusXM Guardian at 844-796-4827. The customer should tell them they no longer own the vehicle and that they would like to stop receiving Vehicle Health Reports for this vehicle.

The customer should then also remove the vehicle from their Mopar.com account:

1. Direct the customer to Mopar.com and log into their account.
2. Select the vehicle dropdown list (next to the account holder's name in the upper right corner)
3. Choose **View all vehicles**
4. Scroll to the vehicle to be removed and click the **Remove this vehicle** button
5. You'll be presented with a confirmation window. Select **Remove vehicle** to confirm

### WI-FI

#### **Q: Does the in-vehicle Wi-Fi service come with a free trial?**

Included with a new vehicle purchase is a 1GB/3-month free trial; the trial period expires after the use of 1GB of data or 3 months, whichever occurs first. This trial can be activated anytime during the first year of vehicle ownership.

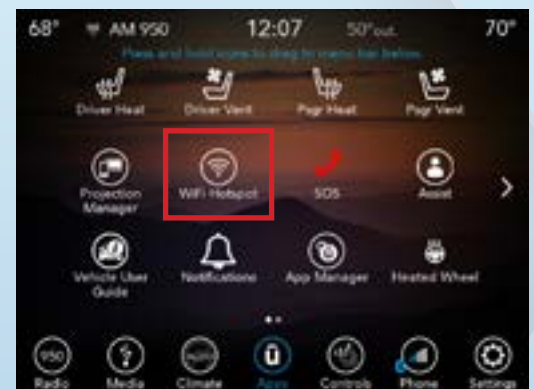
To activate free Wi-Fi trial:

1. Direct customer to go to AT&T and set up a profile ([att.com/fca](http://att.com/fca))
2. Enable Wi-Fi on the customer's Uconnect Screen

3. Select **Apps**:



4. Select **WiFi Hotspot**:



5. Enable **WiFi Hotspot** **Checkbox**:



**Q: How does my customer sign up for in-vehicle Wi-Fi service?**

1. Select **Apps**:



2. Select **WiFi Hotspot**:



3. Have the customer select **How to Purchase** and guide them through the process instructions:



### WI-FI (continued)

4. Once the customer has purchased a data plan, WiFi services will activate after a few minutes. While the activation is happening, select **WiFi Hotspot Setup**:



5. Customer can note the Hotspot Name and Password values, or they can customize both values by tapping on each field and changing the values:



6. Once the Hotspot Name and Password are set, simply tap the **Enable WiFi Hotspot checkbox** to enable the service:



7. To start using the in-vehicle WiFi Hotspot, go to your portable device's WiFi settings and select the Hotspot Name from the list of available networks and enter the provided Password.

8. For additional assistance, call **AT&T Customer Care at 866-595-1330**.

## WI-FI *(continued)*

**Q: We had to replace a customer's radio and now his Wi-Fi stopped working. What does it take to get Wi-Fi working again after a radio replacement?**

1. Contact **STAR** via DealerCONNECT.
2. Have **STAR** open a case for a Connected Services issue.

**Q: My customer says Wi-Fi was working and now it's not.**

1. If the original radio is having the Wi-Fi issues, have the customer call **AT&T** (866-595-1330).
2. If the customer is having a Wi-Fi issue following a radio replacement, contact **STAR** and open a case for a Connected Services issue.
  - If the dealer is working with **STAR** make sure to pull radio information off radio by entering radio into Dealer Mode ([details provided here](#))

**Q: How much is Wi-Fi after the free trial?**

Wi-Fi services are provided by AT&T. The pricing is subject to change. For current details, visit <https://www.att.com/fca> or call **866-595-1330**.

## STOLEN VEHICLES

### **Q: My customer's vehicle was stolen; how do they use SiriusXM Guardian to track the vehicle and who do they contact to get the process started?**

1. First and foremost: Your customer must call their local police and file a stolen vehicle report – nothing can be done without a police report.
2. Does the customer have an active SiriusXM Guardian account (trial or paid)?
  - If **NO** – the customer can call SiriusXM Guardian at 844-796-4827 and may need to provide proof of ownership for activation of services. Then they would need to provide the police report number. SiriusXM Guardian then works with the police to locate the vehicle.
  - If **YES** – customer must call SiriusXM Guardian at 844-796-4827 and provide the police report number. SiriusXM Guardian then works with the police to locate the vehicle.

### **Q: The dealer has a vehicle stolen from inventory. What does the dealer do?**

1. Call local police and file a stolen vehicle report.
2. Does this vehicle have Connected Services capabilities (**RSK** sales code)? Check on DealerCONNECT.
3. For vehicles with an **RSK** sales code, fill out the SVLA form on DealerCONNECT in the Uconnect Command Center (can be accessed through the Sales/Service Tab) and email to SiriusXM Guardian (email address is on the form); include the police report number. SiriusXM Guardian then works with the police to locate the vehicle.

## SERVICING

**Q: The dealer needs to replace a connected radio. What's the process to properly order a radio?**

New radio:

1. Some radios **MUST** be approved through **STAR**
2. Contact **STAR** via DealerCONNECT
3. Have **STAR** open a case for a Connected Services radio replacement

Remanufactured radio:

1. Log into DealerCONNECT
2. Select the **PARTS** tab
3. Within the **PARTS/ORDER INQUIRIES** portlet, click **Part Inquiries**
4. Enter the part number required and click the **Search** button

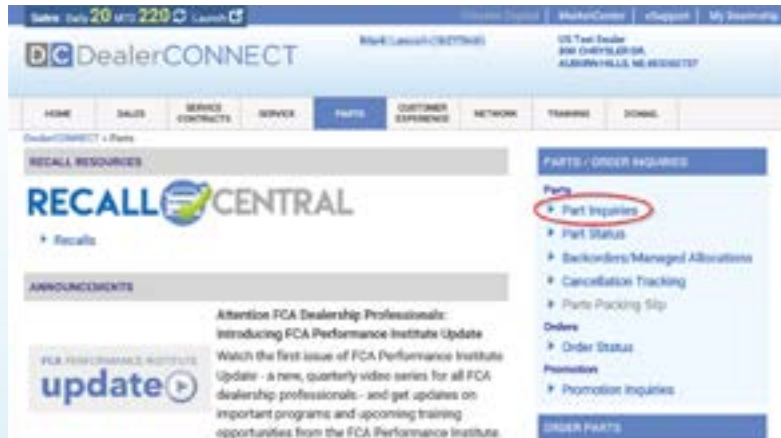
## PROCESS

1. Log into DealerCONNECT and select the **PARTS** tab:



### SERVICING *(continued)*

2. Once you select the **PARTS** tab, navigate to the **Part Inquiries** link:



3. Once you select the **Part Inquiries** link, you will be directed to the **Parts Screen**. Type your **Part Number** into the required **Part Number** field and click the **Search** button:



4. Some head units may be blocked from ordering and will require Pre-Authorization from **STAR**:





## SERVICING *(continued)*

**Q: STAR has directed my technician to tell my customer to “clear personal settings” in the radio. How does the customer do that?**

1. Launch the **Settings** app on the radio:



2. Scroll down until they see the **Reset** option:



3. Select the option to **Clear Personal Data**:



### SERVICING *(continued)*

4. After they tap the **Clear Personal Data** option, they should see a confirmation screen that states, **Are you sure you want to clear all personal settings?:**
5. To proceed, tap **Yes** and wait until another pop-up appears stating **Personal data has been cleared** with an **OK** softkey button (could take several minutes).
6. Tap the **OK** button, turn the engine off, open the driver's door and wait until the instrument cluster goes completely dark (about 30-45 seconds).
7. Restart the engine and leave the vehicle running under clear open sky for a minimum of 15 minutes to allow backend systems to sync up between SXM and FCA (referred to as a comm check).
8. One way to verify that all backend systems are in sync is to open one of the connected apps (Send-N-Go, Assist, Activate Services, etc.). Once the app loads (no longer shows the "Loading" screen) the comm check is complete.
9. At this point the customer can shut off the engine. We recommend letting the vehicle sit, with the ignition off, for at least 45 minutes to allow the vehicle's CAN bus to go to full sleep and the radio to install/apply any updates.
  - a. By default, resume mode (resume mode keeps the radio awake to accommodate incoming updates and/or SMS signals) is set to 30 minutes. The vehicle needs to remain OFF for that amount of time to ensure the vehicle (CAN bus and radio) go completely to "sleep."
10. **Once 45-60 minutes have elapsed, the connected services should work normally.**

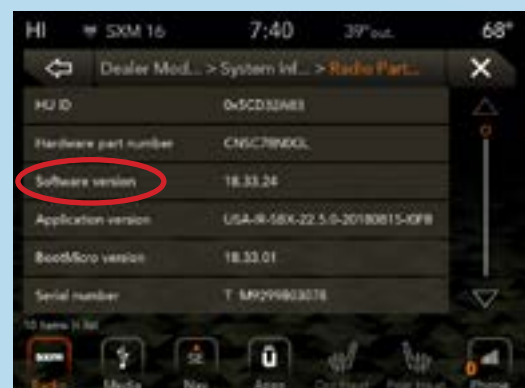
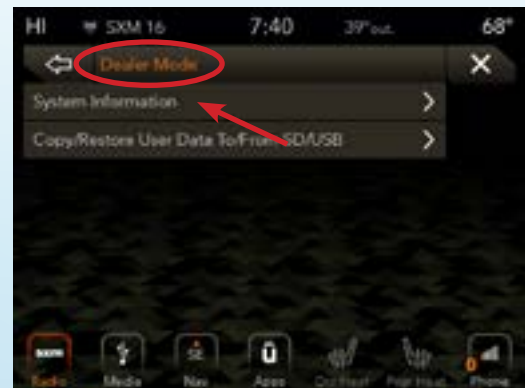


**Please note:** These steps assume that the only issue is that the radio is having connectivity/communication issues. They do not take into account faulty hardware (i.e. modem failures, corrupted applications being loaded unintentionally, etc.). These steps are simply the easiest starting point at which we can begin troubleshooting or resolving an issue.

## SERVICING *(continued)*

**Q: I've been asked to get radio information from Dealer Mode. How do I bring up the Dealer Mode on the MY18 and newer 8.4" (Panasonic) radio?**

1. Turn ignition to the **Run** position.
2. Once the apps come up on the Head Unit, hold down the **Driver Temp Up**, **Driver Temp Down** and **Front Defrost** hard buttons simultaneously (you may need to hold them down for a few seconds until the **Dealer Mode** menu appears):
3. Once you are in **Dealer Mode** – you will see **Dealer Mode** on the screen in the top left-center – select **System Information**, then **Radio Part Information** – to get Firmware Version & Software version:



### SERVICING *(continued)*

- From **System Information Connectivity** to get **MSISDN**, **IMEI** and **ICCID**:



### Q: How do I bring up the Dealer Mode on the MY19 12" (Panasonic) radio?

- Turn ignition to **Run** position. Once the apps come up on the Head Unit, simultaneously touch both the lowest right corner of the screen and the lowest left corner of the screen for 5-10 seconds, until the **Dealer Mode** menu appears.
- Follow the remainder of the steps for **Dealer Mode** for the 8.4" radio.



### Q: How much does SiriusXM Guardian cost after the 12 month free trial?

There are multiple packages available that can vary in price. For current details, visit <https://www.siriusxm.com/guardian> or call **844-796-4827**.

## AMAZON ALEXA

### **Q: My customer would like to use Amazon Alexa to access their vehicle's connected services; how do they accomplish this?**

First, it's important to note there are several Alexa Skills from which to choose depending on the vehicle. Most importantly is the model year: most 2018 and newer models must use the Chrysler, Dodge, Jeep® and Ram Skills, while older models will need to use the Uconnect Skill. Here are the details:



### **UCONNECT SKILL**

#### **SUPPORTED VEHICLES:**

- 2013 – 2017 Ram 1500, 2500, 3500, 4500, 5500
- 2014 – 2017 Jeep® Grand Cherokee
- 2014 – 2018 Jeep® Cherokee
- 2015 – 2017 Jeep® Renegade

NOTE: For most 2018 and newer models, please use the Chrysler, Dodge, Jeep® and Ram Skills.

#### **REQUIREMENTS:**

- Must be equipped with the Uconnect 3C with 8.4-inch Display
- Must be registered for Uconnect Access connected services\*

Some of the available commands:

- "Alexa, ask Uconnect to start my Jeep Cherokee."
- "Alexa, ask Uconnect how much gas is in my car?"
- "Alexa, ask Uconnect to find the nearest gas station."
- "Alexa, ask Uconnect to send [address] to my Ram 1500"

To get a complete list of commands, say:

- "Alexa, ask Uconnect for help with my car."

#### **SETUP INSTRUCTIONS**

To link your Uconnect system to Amazon Alexa:

1. Download the Amazon Alexa app on your iPhone or Android.
2. Launch the app, then tap **MENU**, and go to **SKILLS**.
3. Search for Uconnect. Then select by tapping **ENABLE**.
4. Select **LINK ACCOUNT**.
5. Log in using your Vehicle Owner Account ID and password.

\*This skill works only on 2013-2017 RAM trucks, 2014-2017 Jeep Grand Cherokee, 2014-2018 Jeep Cherokee, and 2015-2017 Jeep Renegade vehicles, equipped with the Uconnect 3C with 8.4-inch Display. To link this skill, you will need to register your vehicle for Uconnect Access connected services and fulfill minimum subscription requirements.

### AMAZON ALEXA *(continued)*

#### **DODGE SKILL**

##### **SUPPORTED VEHICLES:**

- 2017 and newer Dodge Challenger
- 2017 and newer Dodge Charger
- 2018 and newer Dodge Durango

##### **REQUIREMENTS:**

- Must be equipped with the Uconnect 4C/4C NAV with 8.4-inch Display
- Must be registered for Uconnect + SiriusXM Guardian connected services\*

Some of the available commands:

- "Alexa, ask Dodge to start my car."
- "Alexa, ask Dodge how much gas is in my car?"
- "Alexa, ask Dodge to find the nearest gas station."
- "Alexa, ask Dodge to send [address] to my car"

To get a complete list of commands, say,  
"Alexa, ask Dodge for help with my car."

#### **SETUP INSTRUCTIONS**

To link your Uconnect system to Amazon Alexa:

1. Download the Amazon Alexa app on your iPhone or Android.
2. Launch the app, then tap **MENU**, and go to **SKILLS**.
3. Search for Dodge. Then select by tapping **ENABLE**.
4. Select **LINK ACCOUNT**.
5. Log in using your Dodge Vehicle Owner Account ID and password.

\*This skill works only on Dodge brand vehicles equipped with the Uconnect 4C/4C NAV and 8.4-inch Display. To link this skill, you will need to register your vehicle for Uconnect + SiriusXM Guardian connected services and fulfill minimum subscription requirements.



## AMAZON ALEXA *(continued)*

### **JEEP SKILL**

#### **SUPPORTED VEHICLES:**

- 2020 and newer Jeep® Gladiator
- 2019 and newer Jeep® Cherokee
- 2018 and newer Jeep® Compass
- 2018 and newer Jeep® Grand Cherokee
- 2018 and newer Jeep® Renegade
- 2018 and newer Jeep® Wrangler

#### **REQUIREMENTS:**

- Must be equipped with the Uconnect 4C/4C NAV with 8.4-inch Display
- Must be registered for Uconnect + SiriusXM Guardian connected services\*

Some of the available commands:

- “Alexa, ask Jeep to start my car.”
- “Alexa, ask Jeep how much gas is in my car?”
- “Alexa, ask Jeep to find the nearest gas station.”
- “Alexa, ask Jeep to send [address] to my car”

To get a complete list of commands, say, “Alexa, ask Jeep for help with my car.”

#### **SETUP INSTRUCTIONS**

To link your Uconnect system to Amazon Alexa:

1. Download the Amazon Alexa app on your iPhone or Android.
2. Launch the app, then tap **MENU**, and go to **SKILLS**.
3. Search for Jeep. Then select by tapping **ENABLE**.
4. Select **LINK ACCOUNT**.
5. Log in using your Jeep Vehicle Owner Account ID and password.

\*This skill works only on Jeep brand vehicles equipped with the Uconnect 4C/4C NAV and 8.4-inch Display. To link this skill, you will need to register your vehicle for Uconnect + SiriusXM Guardian connected services and fulfill minimum subscription requirements.



### AMAZON ALEXA *(continued)*

#### **RAM SKILL**

##### **SUPPORTED VEHICLES:**

- 2018 and newer Ram 1500
- 2018 and newer Ram 2500
- 2018 and newer Ram 3500
- 2018 and newer Ram Chassis Cab

##### **REQUIREMENTS:**

- Must be equipped with the Uconnect 4C/4C NAV with 8.4-inch or 12-inch Display\*\*
- Must be registered for Uconnect + SiriusXM Guardian connected services\*

Some of the available commands:

- "Alexa, ask Ram to start my truck."
- "Alexa, ask Ram how much gas is in my truck?"
- "Alexa, ask Ram to find the nearest gas station."
- "Alexa, ask Ram to send [address] to my truck"

To get a complete list of commands, say, "Alexa, ask Ram for help with my truck."

##### **SETUP INSTRUCTIONS**

To link your Uconnect system to Amazon Alexa:

1. Download the Amazon Alexa app on your iPhone or Android.
2. Launch the app, then tap **MENU**, and go to **SKILLS**.
3. Search for Ram. Then select by tapping **ENABLE**.
4. Select **LINK ACCOUNT**.
5. Log in using your Ram Truck Owner Account ID and password.

\*This skill works only on Ram trucks equipped with the Uconnect 4C/4C NAV with 8.4-inch or 12-inch Display. To link this skill, you will need to register your vehicle for Uconnect + SiriusXM Guardian connected services and fulfill minimum subscription requirements.

\*\*12-inch display commands not available for vehicle health information.





## AMAZON ALEXA *(continued)*

### **CHRYSLER SKILL**

#### **SUPPORTED VEHICLES:**

- 2017 and newer Chrysler 300
- 2018 and newer Chrysler Pacifica and Pacifica Hybrid

#### **REQUIREMENTS:**

- Must be equipped with the Uconnect 4C/4C NAV with 8.4-inch Display
- Must be registered for Uconnect + SiriusXM Guardian connected services\*

Some of the available commands:

- "Alexa, ask Chrysler to start my car."
- "Alexa, ask Chrysler how much gas is in my car?"
- "Alexa, ask Chrysler to find the nearest gas station."
- "Alexa, ask Chrysler to send [address] to my car"

To get a complete list of commands, say, "Alexa, ask Chrysler for help with my car."

### **SETUP INSTRUCTIONS**

To link your Uconnect system to Amazon Alexa:

1. Download the Amazon Alexa app on your iPhone or Android.
2. Launch the app, then tap **MENU**, and go to **SKILLS**.
3. Search for Chrysler. Then select by tapping **ENABLE**.
4. Select **LINK ACCOUNT**.
5. Log in using your Chrysler Vehicle Owner Account ID and password.

\*This skill works only on Chrysler brand vehicles equipped with the Uconnect 4C/4C NAV and 8.4-inch Display. To link this skill, you will need to register your vehicle for Uconnect + SiriusXM Guardian connected services and fulfill minimum subscription requirements.





# Uconnect<sup>®</sup>

## DEALER FAQs