



# USER GUIDE

Dealer Activated Navigation Uconnect 8.4A (RA3)

Uconnect®



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# Dealer Activated Navigation Uconnect® 8.4A (RA3)

## Attention FCA Dealers,

Your dealership may now offer customers who have a vehicle with an 8.4-inch Uconnect® radio the ability to activate navigation at the time the vehicle is sold, or at any time after the sale.

For the dealer cost of \$520 (MSRP: \$595), you can upgrade your customer's radio to access vehicle-integrated navigation, including Points of Interests, Route Guidance, Lane Guidance and Trip Programming. The RA3 navigation upgrade does not include all of the features included on the RA4AN radio that was shipped with factory-activated navigation.

Any 2013 through 2017 model year Chrysler, Dodge, Jeep, or Ram vehicle with the Uconnect 8.4A (sales code RA3) in the U.S. has navigation pre-loaded in the system and you have the ability to activate it using the following instructions.

**\*Note:** 2017+ vehicles equipped with the Panasonic (UAS) 8.4-inch touchscreen radio without navigation are not eligible for navigation activation.

Navigation Features	Uconnect 8.4A (Sales Code RA3)	Uconnect 8.4AN (Sales Code RA4)
Points of Interest	X	X
Brand Icons for Points of Interest	X	X
Find Nearest Point of Interest on Route	X	X
Junction View	X	X
Lane Guidance	X	X
Speed Limit & Speed Alert	X	X
Alternate Route Selection	X	X
Intersection Zoom	X	X
Audio Route Split Screen	X	X
Trip Programming	X	X
Navigation Voice Commands	X	X
1-Step Destination Entry		X
3D Buildings & Landmarks		X
SiriusXM Travel Link		X
SiriusXM Traffic		X



The customer must clearly understand that once this system is activated, it cannot be deactivated and this feature cannot be transferred to another vehicle. When the feature is activated, it's NON-REFUNDABLE, and permanently attached to the vehicle, not the customer. The activation is valid for the life of the vehicle.

### **IMPORTANT - Dealer Billing Change for 2017**

Prior to this change, the dealer activated navigation process used the Dealer Incentive Statement with a Program ID of 39CDT to invoice dealers for navigation activation. Each sale appeared on the Incentive Statement as a negative, an "offset" to incentive payments. The VIN level detail was not provided.

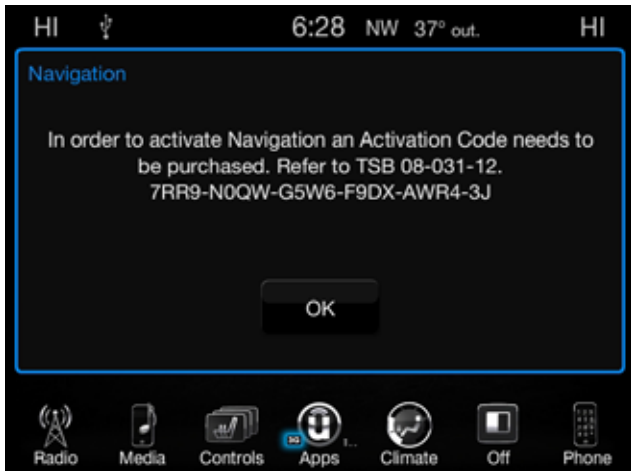
Effective January 16, 2017, the dealer billing process has been moved to the Mopar<sup>®</sup> Vehicle Protection system, where sales transactions will be invoiced as service contract sales using the MVP Option Code "NAVACT". The 10-day MVP Dealer Billing Invoice provides VIN level detail dealers have been asking for as an aid to accounts payable reconciliation. This updated Navigation Activation Process Guide reflects the processing and dealer billing changes.



## Navigation Activation Process:

- 1 Push and hold the following hard keys located in the center stack simultaneously for 5 seconds:
  - Driver side temperature up
  - Driver side temperature down
  - Front defrost button
- 2 The following screen appears. Select "VP3 Activate Navigation".





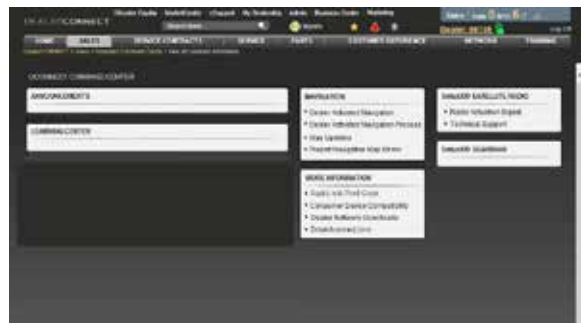
3 The Navigation screen provides the necessary 22-position “Request Code” stored within the radio software.

4 Make note of the 22-position “Request Code” and keep it to be used in the next step. Using your smartphone to photograph the screen reduces data entry errors and saves time.

5 The remaining steps of the process are within DealerCONNECT, but access is limited by the “position code” assigned to your S-ID. The following positions have default access to the process:

- 
- |                    |                           |                                       |
|--------------------|---------------------------|---------------------------------------|
| • Dealer Principal | • General Sales Manager   | • Assistant Service/<br>Parts Manager |
| • Owner/Partner    | • Sales Manager           | • Parts Manager                       |
| • General Manager  | • Assistant Sales Manager | • Service Technician                  |
| • President        | • Service/Parts Director  | • Shop Foreman                        |
| • Vice President   | • Service Manager         |                                       |
- 

**Note:** Dealership positions not included in this list may be added by the DealerCONNECT Security Administrator in your dealership.



- 6 From the DealerCONNECT Home Page, select the “Sales” or “Service” tab.
- 7 Both the DealerCONNECT “Sales” and “Service” tabs include a link to the new **“Uconnect® Command Center”**. Click on the “Uconnect” link to reach the new Uconnect Home Page.
- 8 In the center column of the Uconnect Home Page, select the link “Customer Activated Navigation”.
- 9 Enter the last 8 characters of the customer’s VIN and submit.
  - DealerCONNECT will verify that the vehicle is equipped with sales code RA3 (8.4A touchscreen radio) and navigation has not previously been activated
  - If the VIN is eligible for navigation activation, DealerCONNECT will return the full VIN with a description



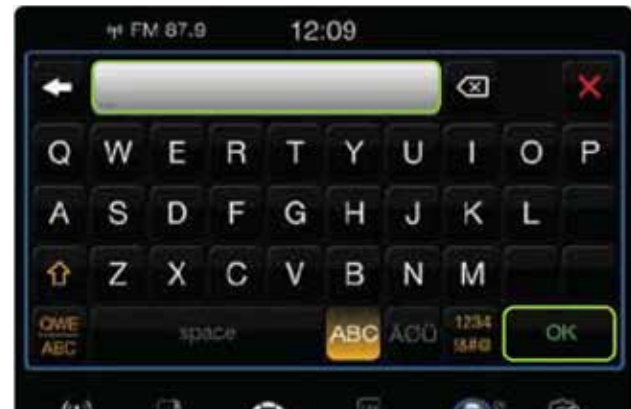


- 12 DealerCONNECT will automatically create the MVP plan on the Service Contract system and return with the Navigation Activation Code.

**Suggestion:** To avoid input errors, use your smartphone to photograph the screen below for future reference. You will need to provide the customer with the License Access Code, and the HERE Registration Site if they are eligible for a free map update.



- 13 Return to the vehicle for input of the Activation Code into the 8.4A radio. The radio will still display the Request Code recorded in Step 4. Choose "OK" and a new screen will be displayed.
- 14 Enter the Activation Code provided by DealerCONNECT in Step 12 (do not enter dashes).





Congratulations, your navigation system is now unlocked and active.

You will see a "Nav" icon at the bottom of the screen. This means the system is available for use.

**Please note:** It may take about 10 minutes of unobstructed satellite signal for the navigation system to be fully functional. You will also want to select the "Nav" icon twice to ensure your navigation system is activated.



- 15 The Uconnect® 8.4A Navigation feature is now unlocked and active. The "Nav" icon will be available for use at the bottom of the screen. It may take up to 10 minutes of unobstructed satellite signal access for the system to be fully functional.
- 16 Cycle the ignition key twice to ensure navigation is activated.

**NOTE: The sales record details are posted to the Mopar® Vehicle Protection Invoice three times monthly for dealer account reconciliation.**

**NOTE: MVP sales transactions are posted to the Dealer Billing Statement weekly using billing code 0850.**

## CUSTOMER REDEMPTION OF FREE MAP UPDATE:

Customers who activate 8.4A navigation on vehicles that are over 12 months in-service may be entitled to one complimentary map update. Your dealership will need to provide the customer with the necessary information to receive the update from **HERE**, the navigation map supplier.

**Note: Your customers must register for the navigation map update no more than 90 days from the activation date.**

- 1 During the activation process, print and retain the DealerCONNECT screen that provided the 16-position Activation Code.
  - If the vehicle is over 12 months in-service, a message will be displayed below the Activation Code that reads ***“Vehicle eligible for Fresh Map Guarantee (one free map update)”***
- 2 Once navigation is activated, the customer may request the updated map directly from HERE. To request the map update, the customer will need to access the HERE website: <https://chrysler.navigation.com/na/freshmap/registration>
- 3 Your dealership will need to provide the customer with the 23-position alpha numeric License Access Code found on the Customer Setup screen (below).
- 4 Map updates are shipped in a USB drive and delivered to the customer via mail. Average delivery time is between 5 and 12 days depending on the customer’s location.



The screenshot shows a web page titled "MAPCARE" with a sub-header "Must be completed". Below this is a "SIGN IN" section with two input fields: "Email" and "Access code". A "CONTINUE" button is located at the bottom of the form.



The screenshot shows a "Customer Setup" screen. It features a "New User" button at the top left. The main content area displays a "New & Existing" section with a "New User" link. Below this, there is a "License Access Code" field with a value of "1642188712541458". A "Fresh Map" section is visible, indicating that the user is eligible for a free map update. At the bottom right, there are "Find" and "Return to Dealer Site" buttons.

## FREQUENTLY ASKED QUESTIONS:

Q. How is the navigation activation payment handled?

A. The dealership is responsible for collecting the MSRP price of the navigation activation from the customer.

Q. How is my dealership billed for navigation activation?

A. Effective January 1, 2017, the \$520 dealer cost for navigation activation is invoiced through the Mopar Vehicle Protection billing system. Navigation Activation sales are coded with MVP Option Code "NAVACT". Navigation Activation sales are automatically fed to the MVP system upon creation of the "Activation Code" on DealerCONNECT. Using the MVP system for dealer billing enables dealership account reconciliation, reporting and sales incentive programs.

Q. What is the difference between navigation on the 8.4A (RA3) and the 8.4AN (RA4) systems?

A. The 8.4AN (RA4) system has HD Radio, Sirius Traffic, Traffic Link, 3D Landmarks & City Models, Digital Terrain and One-Step Voice Destination Entry. The navigation activated 8.4A (RA3) does not have these features.

Q. Can navigation be deactivated once it is activated?

A. No, navigation cannot be deactivated on the 8.4A (RA3) system once it is activated. Navigation will remain with the vehicle for the life of the vehicle.

Q. Can the dealership activate navigation before the vehicle has been sold to a customer?

A. Yes, dealerships may choose to deliver new or pre-owned vehicles with navigation activated. The dealership is responsible for adding the cost of the activation to the selling price of the vehicle.

Q. If navigation activation is sold from the service lane, do Mopar Service Excellence Rewards (MSER) apply?

A. Yes, currently there is a \$10 MSER Service Advisor Reward available on the sale of navigation activation. The Service Manager is eligible for the 10% Override payment.

Q. How do I ensure I receive credit for the sale on MSER?

A. Currently, the MSER system uses the S-ID of the dealership employee who sold the activation on DealerCONNECT. The S-ID is recorded on the Customer Name and Address screen during the Activation Code retrieval process.

Q. Is there a Call Center that can assist if I receive an error code when attempting activation?

A. Yes, the Call Center may be reached at (866) 962-8837 9:00 a.m.-8:00 p.m. EST Monday through Friday.

Q. How do I know if my customer is eligible for the one complimentary map update?

A. An eligibility message will be displayed on the Customer Setup - Nav Activation screen if the customer is eligible.

Q. How will my customer receive the free map update?

A. If the vehicle is a minimum 1 year from the vehicle in-service date, it is eligible for the map update. The customer will need to access the HERE website, enter their email address and the License Access Code displayed on the Customer Setup - Nav Activation screen and submit. Updates are shipped directly to the customer's home.

Q. What happens if entry of a customer's last name does not match the last name on an active MVP plan?

A. Entry of a customer's last name that does not match the last name on an active MVP plan may cause cancellation of the customer's MVP plan.



Travel Link



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