

TBM2 – Telematic Box Module

INTRODUCTION

The TBM2 module (Model name: TCUFCA02SN) is a Telematic Box Module, providing the following services:

- Assist and SOS System, giving access to Assistance or Emergency call functions to FCA US LLC Assistance Service Network
- Wi-Fi access point

ASSIST AND SOS SYSTEM



Assist And SOS Buttons

- 1 – SOS Button
- 2 – ASSIST Button

The overhead console contains an ASSIST and a SOS button, used to access to the Assist and Emergency call functions of TBM2.

WARNING!

ALWAYS obey traffic laws and pay attention to the road. **ALWAYS** drive safely with your hands on the steering wheel. You have full responsibility and assume all risks related to the use of the features and applications in this vehicle. Only use the features and applications when it is safe to do so. Failure to do so may result in an accident involving serious injury or death.

NOTE:

- Your vehicle may be transmitting data as authorized by the subscriber.
- The SOS and ASSIST buttons will only function if you are connected to an operable LTE (voice/data) or 4G (data) network. Other Uconnect services will only be operable if your SiriusXM Guardian™ service is active and you are connected to an operable LTE (voice/data) or 4G (data) network.

ASSIST Call

The ASSIST Button is used to automatically connect you to any one of the following support centers:

- Roadside Assistance – If you get a flat tire, or need a tow, just push the ASSIST button and you'll be connected to

someone who can help. Roadside Assistance will know what vehicle you're driving and its location. Additional fees may apply for roadside assistance.

- SiriusXM Guardian™ Customer Care – In-vehicle support for SiriusXM Guardian™.
- Vehicle Customer Care – Total support for all other vehicle issues.

SOS Call

1. Push the SOS Call button on the overhead console.

NOTE:

In case the SOS Call button is pushed in error, there will be a ten second delay before the SOS Call system initiates a call to a SOS operator. To cancel the SOS Call connection, push the SOS call button on the overhead console or press the cancellation button on the Device Screen. Termination of the SOS Call will turn off the green LED light on the overhead console.

2. The LED light located between the ASSIST and SOS buttons on the overhead console will turn green once a connection to a SOS operator has been made.
3. Once a connection between the vehicle and a SOS operator is made, the SOS Call system may transmit the

following important vehicle information to a SOS operator:

- Indication that the occupant placed a SOS Call.
 - The vehicle brand.
 - The last known GPS coordinates of the vehicle.
4. You should be able to speak with the SOS operator through the vehicle audio system to determine if additional help is needed.

WARNING!

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NOTE:

- Your vehicle may be transmitting data as authorized by the subscriber.
- Once a connection is made between the vehicle's SOS Call system and the SOS operator, the SOS operator

may be able to open a voice connection with the vehicle to determine if additional help is needed. Once the SOS operator opens a voice connection with the vehicle's SOS Call system, the operator should be able to speak with you or other vehicle occupants and hear sounds occurring in the vehicle. The vehicle's SOS Call system will attempt to remain connected with the SOS operator until the SOS operator terminates the connection.

5. The SOS operator may attempt to contact appropriate emergency responders and provide them with important vehicle information and GPS coordinates.

WARNING!

- **If anyone in the vehicle could be in danger (e.g., fire or smoke is visible, dangerous road conditions or location), do not wait for voice contact from an Emergency Services Agent. All occupants should exit the vehicle immediately and move to a safe location.**
- **Never place anything on or near the vehicle's operable network and GPS antennas. You could prevent operable network and GPS signal reception, which can prevent your vehicle from placing an emergency call. An operable network and GPS signal reception is required for the SOS Call system to function properly.**

(Continued)

WARNING! (Continued)

- **The SOS Call system is embedded into the vehicle's electrical system. Do not add aftermarket electrical equipment to the vehicle's electrical system. This may prevent your vehicle from sending a signal to initiate an emergency call. To avoid interference that can cause the SOS Call system to fail, never add aftermarket equipment (e.g., two-way mobile radio, CB radio, data recorder, etc.) to your vehicle's electrical system or modify the antennas on your vehicle. IF YOUR VEHICLE LOSES BATTERY POWER FOR ANY REASON (INCLUDING DURING OR AFTER AN ACCIDENT), THE UCONNECT FEATURES, APPS AND SERVICES, AMONG OTHERS, WILL NOT OPERATE.**
- **Modifications to any part of the SOS Call system could cause the air bag system to fail when you need it. You could be injured if the air bag system is not there to help protect you.**

SOS Call System Limitations

Vehicles sold in Mexico **DO NOT** have SOS Call system capabilities.

SOS or other emergency line operators in Mexico may not answer or respond to SOS system calls.

If the SOS Call system detects a malfunction, any of the following may occur at the time the malfunction is detected, and at the beginning of each ignition cycle:

- The overhead console light located between the ASSIST and SOS buttons will continuously be illuminated red.
- The Device Screen will display the following message: "Vehicle device requires service. Please contact your dealer."
- An In-Vehicle Audio message will state "Vehicle device requires service. Please contact your dealer."

WARNING!

- **Ignoring the overhead console light could mean you will not have SOS Call services. If the overhead console light is illuminated, have your authorized dealer service the SOS Call system immediately.**

(Continued)

WARNING! (Continued)

- **The Occupant Restraint Control module turns on the air bag Warning Light on the instrument panel if a malfunction in any part of the system is detected. If the Air Bag Warning Light is illuminated, have your authorized dealer service the Occupant Restraint Control system immediately.**

Even if the SOS Call system is fully functional, factors beyond FCA US LLC's control may prevent or stop the SOS Call system operation. These include, but are not limited to, the following factors:

- Delayed accessories mode is active.
- The ignition is in the OFF position.
- The vehicle's electrical systems are not intact.
- The SOS Call system software and/or hardware are damaged during a crash.
- The vehicle battery loses power or becomes disconnected during a vehicle crash.
- LTE (voice/data) or 4G (data) network and/or Global Positioning Satellite signals are unavailable or obstructed.
- Equipment malfunction at the SOS operator facility.
- Operator error by the SOS operator.

- LTE (voice/data) or 4G (data) network congestion.
- Weather.
- Buildings, structures, geographic terrain, or tunnels.

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NOTE:

- Your vehicle may be transmitting data as authorized by the subscriber.
- Never place anything on or near the vehicle's LTE (voice/data) or 4G (data) and GPS antennas. You could prevent LTE (voice/data) or 4G (data) and GPS signal reception, which can prevent your vehicle from placing an emergency call. An operable LTE (voice/data) or 4G (data) network connection and a GPS signal is required for the SOS Call system to function properly.

WI-FI ACCESS POINT

The TBM2 Device is provided with a Wi-Fi Access Point (Hot-Spot).

The Wi-Fi hotspot is activated/configured through the UConnect user interface, through the following steps:

- Access to the "Wi-Fi" app, through the Main Menu or the Menu Bar shortcut
- In the "Wi-Fi Hotspot" App, select the function "Wi-Fi Hotspot Configuration"
- At this point it's possible to set the SSID name and the Password to access the Wi-Fi Hotspot
- Once the Wi-Fi hotspot is configured, it will be switched on at every startup, and there is no need to repeat the above procedure

COMPLIANCE STATEMENTS

Product: **TBM2/TCUFCA02SN**

This device complies with Part 15 of the FCC Rules and with ISED license- exempt RSS standard(s). Operation is subject to the following two conditions:

- 1.This device may not cause harmful interference, and
- 2.This device must accept any interference received, including interference that may cause undesired operations

Le présent appareil est conforme aux CNR d'ISED applicables aux appareil radio exempts de licence. L'exploitation est autorisée au x deux conditions suivantes:

1. L'appareil ne doit pas produire de brouillage, et
2. L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

La operación de este equipo está sujeta a las siguientes do s condiciones:

1. Es posible que este equipo o dispositivo no cause interfer-encia perjudicial y
2. Este equipo o dispositivo debe aceptar cualquier interfer-encia, incluyendo la que pueda causar su operación no deseada.

RF Exposure Requirements

To comply with FCC RF exposure compliance requirements, the device must be installed to provide a separation distance of at least 20 cm from all persons.

RF Exposure Requirements

This equipment complies with Canada radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Déclaration d'exposition aux radiations

Cet équipement est conforme aux limites d'exposition aux rayonnements ISED établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps

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MANUFACUTER

Device:

TBM2 (TCUFCA02SN)

Manufacturer address:

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