

# Remote Door Lock/Unlock

Lock, or unlock, your vehicle from virtually anywhere using your computer or smartphone App.

## Description

The Remote Door Lock/Unlock feature provides you the ability to lock or unlock the door on your vehicle, without the keys and from virtually any distance. You can send a request to your vehicle in one of three ways:

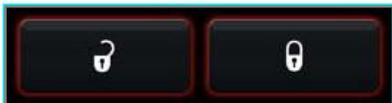
- Using the Uconnect Access App from a compatible smartphone
- From the Mopar Owner Connect website ([moparownerconnect.com](http://moparownerconnect.com))
- Contacting Uconnect Care

If you want, you can set up notifications for your account to receive an email or text (SMS) message every time a command is sent to lock or unlock your doors.

## How It Works

### **Uconnect Access App:**

- 1)** Download the Uconnect Access App to a compatible smartphone and login using your username and password.
- 2)** To lock the doors, touch the button with the closed lock icon; to unlock the driver's door touch the button with the open lock icon.



- 3)** A pop-up screen will appear asking for your Uconnect Security PIN (this is the same 4-digit code established when you registered your Uconnect Access system). Enter the Uconnect Security PIN on the keypad and touch "OK".
- 4)** The Uconnect Access App will confirm if your command was sent (or not). Touch "OK" to close the pop-up screen.
- 5)** It will take a little while for the command to go through to your vehicle. The time it takes depends on a number of technical conditions.
- 6)** A message will appear on the screen to let you know if the command was received by your vehicle.

### Mopar Owner Connect website:

- 1) Log on to the Mopar Owner Connect website ([moparownerconnect.com](http://moparownerconnect.com)) using the username and password you used when registering your Uconnect Access system.
  - o If you forgot your username or password, links are provided on the website to help you retrieve them.
- 2) If you have more than one vehicle registered into the Mopar Owner Connect website ([moparownerconnect.com](http://moparownerconnect.com)), select the vehicle you want to send the command by clicking on its image along the top.
- 3) Beneath the image of a vehicle like yours, you will see a row of icons. To lock the doors, click on the closed lock icon; to unlock the driver's door click on the open lock icon.



- 4) You will then be asked to enter your Uconnect Security PIN (this is the same 4-digit code established when your registered your Uconnect Access system). Please enter your Uconnect Security PIN.
- 5) A message will appear on the screen to let you know if the command was received by your vehicle.

### Uconnect Care:

- 1) If you need to unlock the doors of your vehicle, contact Uconnect Care by calling 855-792-4241.
  - o Note: The Uconnect Care agents are trained to help you with unlocking of your door (for example, in an accidental lock-out). All other Remote Services should be performed via the Mopar Owner Connect website ([moparownerconnect.com](http://moparownerconnect.com)) or through the Uconnect Access App on your compatible smartphone.
- 2) For security purposes, the Uconnect Care agent will verify your identity by asking for your 4-digit Uconnect Security PIN.
- 3) After providing your Uconnect Security PIN, you can ask them to lock or unlock your vehicle. The agent will send a command to your vehicle to get the task done.

### Give it a Try!

- Download the Uconnect Access App to your smartphone
- Enter the username and password that you established for the Mopar Owner Connect website ([moparownerconnect.com](http://moparownerconnect.com)) during registration of your new vehicle
- If logging in for the first time, you will be asked to agree to the Terms of Service

- Touch the button to unlock your vehicle's door, you will then be asked to enter your Uconnect Security PIN
- Your request will typically take about to 3 minutes to process. If your vehicle has been parked for a while it can take up to 30 minutes for the request to reach your vehicle and perform the task.

## Requirements

- Vehicle must be properly equipped with the Uconnect Access System
- Vehicle must be in range of a usable and authorized cellular signal
- Vehicle must be registered with Uconnect Access and have an active subscription that includes the applicable feature or App
- If using the Uconnect Access App to command your vehicle, your smartphone must be compatible and in range of a cellular signal
- An ignition cycle is required for some remote commands such as Remote Vehicle Start and Remote Door Lock/Unlock if following a Remote Horn and Lights activation

## FAQs

- 1) How long does it take to unlock or lock the door?** > Depending on various conditions, it can take 3 minutes or more for the request to get through to your vehicle, although Uconnect is always striving to improve performance.
- 2) Which is faster, my Key Fob or the Uconnect Access App?** > Your Key Fob will lock/unlock the door quicker, however its range is limited and it can sometimes get misplaced or locked in the vehicle. Your Uconnect Access App comes in handy for these and other situations.
- 3) Will my vehicle be safe if I lose my smartphone?** > People sometimes lose their phone, which is why security measures have been engineered into the Uconnect Access App. Asking for your username, password and Uconnect Security PIN help to ensure that nobody can get into your vehicle if they happen to find your smartphone.
- 4) Why can't all phones use the Uconnect Access App?** > The Uconnect Access App has been designed to work on most smartphones with the Apple and Android operating systems. The capabilities of these smartphone allows us to remotely command your vehicle. Other operating systems may be supported in the future.
- 5) Why is the Uconnect Access App running slow?** > The Uconnect Access App relies on the cellular connection from your smartphone to send commands to your vehicle. If your smartphone is in an area with below average coverage, it will take longer to log in and send commands.