



**NUMBER:** 08-103-14 REV. A

**GROUP:** Electrical

**DATE:** December 10, 2014

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**THIS BULLETIN SUPERSEDES TECHNICAL SERVICE BULLETIN 08-103-14, DATED NOVEMBER 11, 2014, WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDES UPDATED REPAIR PROCEDURE.**

**THIS SERVICE BULLETIN IS ALSO BEING RELEASED AS RAPID RESPONSE TRANSMITTAL (RRT) 14-099. ALL APPLICABLE SOLD AND UN-SOLD RRT VIN'S HAVE BEEN LOADED. TO VERIFY THAT THIS RRT SERVICE ACTION IS APPLICABLE TO THE VEHICLE, USE VIP OR PERFORM A VIN SEARCH IN TECHCONNECT. ALL REPAIRS ARE REIMBURSABLE WITHIN THE PROVISIONS OF WARRANTY.**

***SUBJECT:***

Convergence Telematics Module (CTM) Software Enhancements

***OVERVIEW:***

This bulletin involves updating the Convergence Telematics Module (CTM) software.

***MODELS:***

2015 (FF) Fiat 500

**NOTE: This bulletin applies to vehicles built on or after June 16, 2014 (MDH 0616XX) on or before October 22, 2014 (MDH 1022XX).**

***SYMPTOM/CONDITION:***

The customer may notice the steering wheel controls and USB functionality may not operate properly after the ignition is cycled.

***DIAGNOSIS:***

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available, verify all vehicle systems are functioning correctly. If any DTCs are present, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If a customer's VIN is listed in VIP or your RRT VIN list, perform the repair. For all other customers that describe the symptom/condition, perform the Repair Procedure.

***REPAIR PROCEDURE:***

1. Verify the software version in the CTM.
  - a. Press the Main/Phone button on the left side of the steering wheel.

- b. Scroll through the main menu using the left switch on the back of the steering wheel and select "Settings".
- c. Select "Advanced Options" and then "Image ID".
2. On the cluster under application id, is "G583" displayed?
  - a. Yes >>> Proceed to [Step #3](#).
  - b. No >>> This bulletin doesn't apply, normal diagnostics should be performed.
3. The vehicle must be out of Logistics mode, (Ship Mode) to update the vehicle.
4. Is the vehicle in Logistics mode?
  - a. Yes >>> Proceed to [Step #5](#).
  - b. No >>> Proceed to [Step #6](#).
5. Using wiTECH to take the vehicle out of Logistics mode. Go to the BCM Misc functions tap and perform Exit Logistics Mode routine.

**NOTE: Once the vehicle has been taken out of Logistics Mode it can NOT be put back into that mode.**

6. \*\*Has the USB flash drive been created?
  - a. Yes >>> Proceed to [Step #9](#).
  - b. No >>> Proceed to [Step #7](#).
7. Go to DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads to download the files.

**NOTE: \*\*If a security message appears "Do you want to view only the web page content that was delivered securely?" press NO to continue.\*\***

**NOTE: \*\*If the dealer cannot download the software, make sure you have proper security access. If not have the Service Manager or Shop Foreman download the software update.\*\***

8. To download the software files to a USB flash drive, follow the on screen instructions and perform the following.
  - a. Acquire a blank USB flash drive with at least 4 gb of space.
  - b. Download the software update file to your local pc's desktop.
  - c. Be sure to extract the file before copying it to the blank USB flash drive.
  - d. Once the file is saved to the USB flash drive, label it with the bulletin number and proper radio sales codes.\*\*
9. With the vehicle Off, insert the correct USB flash drive into the USB port, located in the center console above the cup holders.
10. Turn on the ignition, don't start the vehicle.
11. A voice prompt will be heard "Updating".
12. The software will begin to download to the module, this may take between 7 to 10 minutes.
13. The module will reboot and the radio will turn back to normal functions.

**CAUTION: Don't remove the USB, the module is still being updated. This part of the update will take another 7 to 10 minutes.**

14. Once the update has been completed, the system will display "RESTART...".
15. Turn the ignition off, remove the USB, turn the ignition back on.
16. Verify the CTM software has been updated.
  - a. Press the Main/Phone button on the left side of the steering wheel.

- b. Scroll through the main menu using the left switch on the back of the steering wheel and select Settings.
- c. Select Advanced Options and then Image ID.
- 17. On the cluster under application id, is "G755" displayed?
  - a. Yes >>> Proceed to [Step #18](#).
  - b. No >>> Update the module again, proceed to [Step #5](#).
- 18. Clear any DTCs that may have been set in any module due to reprogramming. The wiTECH application will automatically present all DTCs after the flash and allow the tech to clear them.

**POLICY:**

Reimbursable within the provisions of the warranty.

**TIME ALLOWANCE:**

Labor Operation No:	Description	Skill Category	Amount
18-20-34-97	Module Convergence Telematics (CTM), Inspect Software Level Only (0 - Introduction)	6 - Electrical and Body Systems	0.2Hrs.
18-20-34-98	Module Convergence Telematics (CTM), Inspect and Reprogram (0 - Introduction)	6 - Electrical and Body Systems	0.3Hrs.
18-20-34-99	Module Convergence Telematics (CTM), Create USB Flash Drive (One Time Only) (0 - Introduction)	6 - Electrical and Body Systems	0.2Hrs.

**FAILURE CODE:**

ZZ	Service Action
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