

**NUMBER:** 08-011-14

**GROUP:** Electrical

**DATE:** January 30, 2014

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**THIS BULLETIN SUPERSEDES SERVICE BULLETIN 08-059-13, DATED AUGUST 03, 2013 WHICH SHOULD BE REMOVED FROM YOUR FILES. ALL REVISIONS ARE HIGHLIGHTED WITH **\*\*ASTERISKS\*\*** AND INCLUDES 2013 VEHICLES.**

**HELP USING THE wiTECH DIAGNOSTIC APPLICATION FOR FLASHING AN ECU IS AVAILABLE BY SELECTING "HELP" THEN "HELP CONTENTS" AT THE TOP OF THE wiTECH DIAGNOSTIC APPLICATION WINDOW.**

**THE wiTECH SOFTWARE LEVEL MUST BE AT RELEASE 14.02 OR HIGHER TO PERFORM THIS PROCEDURE.**

***SUBJECT:***

Flash: Hands Free Module Defaults To English Instead Of Last Language Selected

***OVERVIEW:***

This Bulletin involves performing a USB service flash of the Hands Free Module (HFM).

***MODELS:***

2012- <b>**2013**</b> (JC)	Journey (International only)
2012- <b>**2013**</b> (LD)	Charger (International only)
2012- <b>**2013**</b> (LX)	300 (International only)

**NOTE: This bulletin applies to vehicles built on or before **\*\*September 15, 2012 (MDH 0915XX)\*\*** equipped with Uconnect voice Command W/Bluetooth (sales code RSQ).**

***SYMPTOM/CONDITION:***

The customer may note when trying to select a none supported language like Russian or Portuguese the Hands Free screen will default to English. The Voice Recognition (VR) will default back to the last language (Italian, French, Spanish, German or Dutch) the customer was using. After the software updated has been completed both the Hands Free screen and VR will default back to the last language used. VR Teleprompter enhancement.

***DIAGNOSIS:***

Using a Scan Tool (wiTECH), with the appropriate Diagnostic Procedures available in TechCONNECT. If DTC's are present other than the ones listed above, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom, perform the Repair Procedure.

***SPECIAL TOOLS/EQUIPMENT REQUIRED:***

500	wiTECH USB Cable for LD/LX. Provided as an essential tool.
501	wiTECH USB Cable for JC. Provided as an essential tool.

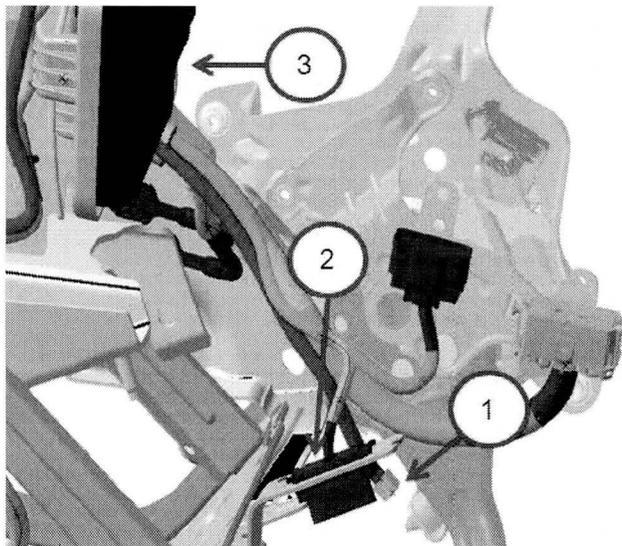
**NOTE: The cable for LD/LX vehicles is orange and the cable for JC vehicles is purple.**

***REPAIR PROCEDURE:***

1. Start the vehicle.
2. Using wiTECH check the HFM part number.
3. Does the part number of the HFM end with AB or lower?
  - a. Yes >>> Proceed to Step #4 .
  - b. No >>> This bulletin does not apply. Further diagnostics may be required.
4. Locate the HFM USB Connector. This is **NOT** the same as the USB port located on the radio.

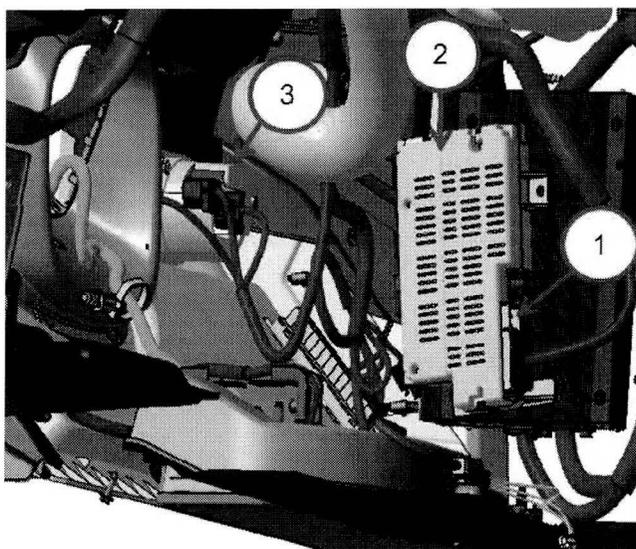
**NOTE: For JC vehicles, the wiTECH cable is plugged into the Delphi 4-Way USB connector which is located next to diagnostic connector on the driver side(Fig. 1). For the LD or LX vehicles the wiTECH USB Cable is plugged directly into the HFM Module which is located above the driver's side kick panel (Fig. 2).**

5. Connect the wiTECH USB Cable to the HFM USB connector only, do not connect Cable to the PC until instructed by wiTECH.



**Fig. 1 JC USB Connector Location**

- 1 - Delphi 4-Way connector (connect wiTECH USB Cable here)
  - 2 - Diagnostics Connector
  - 3 - Hands Free Module
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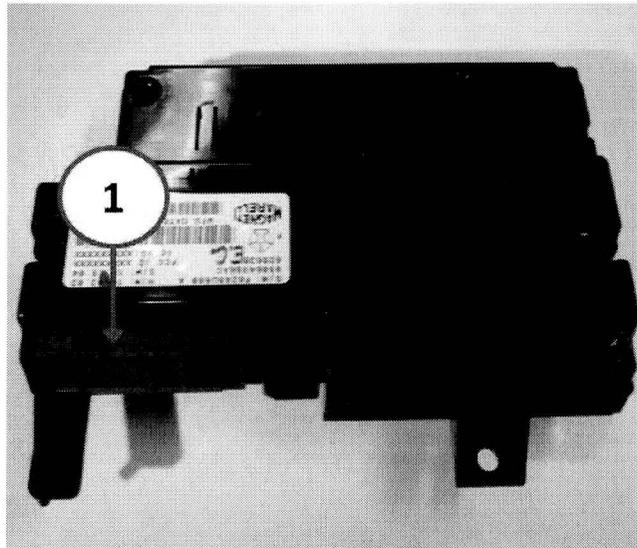
**Fig. 2 LD and LX USB Connector Location**

- 1 - USB Connector Cavity
  - 2 - Hands Free Module
  - 3 - Headlamp Switch
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**CAUTION:** Do not interrupt vehicle power, cycle ignition, or remove the USB cable while performing software reflash. If the flash process is interrupted and the HFM part number cannot be returned upon attempting to restart flash, then module replacement will be necessary. If the HFM is able to report its part number after an interrupted flash, restart the flash process to fully reprogram the module.

6. Use the wiTECH Diagnostic Application to reflash the HFM module. Help using the wiTECH Diagnostic Application for flashing Hands Free Module is made available through the wiTECH Diagnostic Application. For instructions, select the "HELP" tab on upper portion of the wiTECH window, then "HELP CONTENTS." This will open the Welcome to wiTECH Help screen where help topics can be selected.
7. Carefully follow the warnings and instructions in **ALL** popup messages before acknowledging the message or proceeding further.

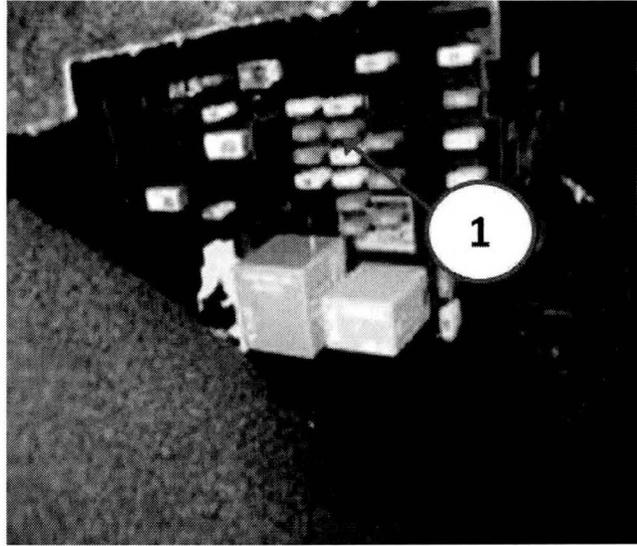
**NOTE:** A module reset may be required in the event that an abort recovery is necessary. Procedures vary slightly between LD/LX and JC. LD/LX module power will be reset by removing the C1 connector from the HFM, see (Fig. 3). On JC vehicles, the module power will be reset by removing fuse F131 from the passenger side fuse block, see (Fig. 4).



**Fig. 3 HFM Module**

1 - C1 Connector Cavity

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**Fig. 4 JC Passenger Side Fuse Block**

1 -Fuse F131

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8. Disconnect the wiTECH USB Cable from the wiTECH computer.
  9. Using wiTECH check the HFM part number.
  10. Does the part number of the HFM end with AC?
    - a. Yes >>> Proceed to Step #12.
    - b. No >>> Proceed to Step #11.
  11. Have you attempted the Flash Procedure at least twice previously?
    - a. Yes >>> This service bulletin does not apply. Further diagnostics may be required.
    - b. No >>> Reconnect the wiTECH USB Cable to the wiTECH computer and reattempt the 'Perform Software Reflash' procedure, go to Step #4.
  12. Clear any DTC's that may have been set in other modules 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
18-19-63-9Z	Module, Hands Free (HFM) - Diagnose and Reprogram (1 - Semi-Skilled)	6 - Electrical and Body Systems	0.4 Hrs.

**NOTE: The expected completion time for the flash download portion of this procedure is approximately 19 minutes. Actual flash download times may be affected by vehicle connection and network capabilities.**

**FAILURE CODE:**

FM	Flash Module
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