

**NUMBER:** 08-085-14

**GROUP:** Electrical

**DATE:** October 01, 2014

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**SUBJECT:**

Hands Free Feature Inoperative

**OVERVIEW:**

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

**NOTE: Convergence Telematics Module (CTM) was also known as the Hands Free Module (HFM).**

**MODELS:**

2013 - 2014 (PF) Dart

**NOTE: This bulletin applies to vehicles built on or before June 21, 2014 (MDH 0621XX) equipped with UConnect 200 AM/FM/CD/MP3 Radio (sales code RAE) and UConnect Voice Command W/Bluetooth (sales code RSP or RSQ).**

**SYMPTOM/CONDITION:**

The customer may notice that the hand free feature (Bluetooth) does not work. On further inspection one or more of the following DTCs may be found:

- U11F6-00 Lost Communication With Convergence Telematics Module.
- U11F6-87 Lost Communication With Convergence Telematics Module - Missing Message.

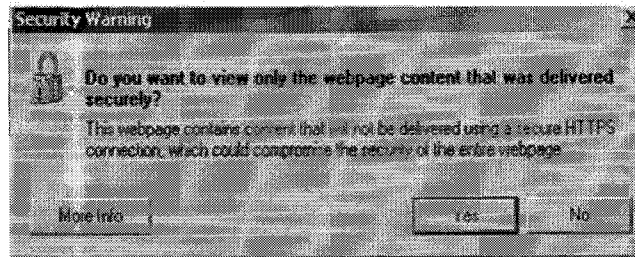
**DIAGNOSIS:**

Using a Scan Tool (wiTECH) with the appropriate Diagnostic Procedures available in TechCONNECT, verify no DTCs are set. If DTCs are present, other than those listed above, record them on the repair order and repair as necessary before proceeding further with this bulletin.

If the customer describes the symptom/condition or if the technician finds the DTC, perform the Repair Procedure.

**REPAIR PROCEDURE:**

1. Check to see if the CTM is communicating.
2. Turn on the vehicle and press the phone button on the steering wheel.
3. Quickly turn the radio volume control knob to 20 (or about 3/4 of max) and leave it there.
4. Did the audio system play any of the following prompts: Uconnect Ready... beep, Ready... beep, or just an audible beep?
  - a. Yes >>> Proceed to Step #10.
  - b. No >>> Proceed to Step #5.
5. Disconnect the battery for a minute.
6. Reconnect the battery and see if the CTM is now communicating on the buss.
7. Turn on the vehicle and press the phone button on the steering wheel.
8. Make sure the radio volume is still set at 20 (or about 3/4 of max) and leave it there.
9. Did the audio system play any of the following prompts: Uconnect Ready... beep, Ready... beep, or just an audible beep?
  - a. Yes >>> Proceed to Step #10.
  - b. No >>> This bulletin does not pertain. Normal diagnostics for a non responses CTM should be performed.
10. After hearing the beep, say "Setup- Software Update".
11. The CTM software version will now be displayed on the radio display screen.
12. What software version is being display on the radio screen?
  - a. B:01.06.24 or higher >>> Proceed to Step #13.
  - b. B:01.06.14 or B:01.06.23 >>> Use the USB flash drive that contains 1 flash files. Proceed to Step #14.
  - c. B:01.05.09 >>> Use the USB flash drive that contains 3 flash files. Proceed to Step #14.
13. The CTM already has the latest software and this bulletin doesn't not pertain.
14. Has the USB flash drive been created with the correct software update files?
  - a. Yes >>> Proceed to Step #18.
  - b. No >>> Proceed to Step #15.
15. Go to DealerCONNECT>Service>UCONNECT Information & Utilities> Uconnect Dealer software downloads to download the files.
16. If a security message appears "Do you want to view only the webpage content that was delivered securely?" See (Fig. 1). Press **No** to continue.



**Fig. 1 Pop-up Security Message**

**NOTE: A Blank USB flash drive must be used to download the software. Only one software update can be used on one USB flash drive. One USB flash drive can be used to service multiple vehicles.**

**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.**

17. 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. A blank USB flash drive will be needed for each CTM update, additional updates can not be on the same USB stick.
  - e. Once the file is saved to the USB flash drive, it is recommended you physically label the USB flash drive with the bulletin number and if it's an early or late built vehicle.
18. With the engine running insert the **correct** USB flash drive into the USB port.
19. Press the phone button on the steering wheel and after a beep is heard say, "Setup-Software Update".
20. The audio system will state "Starting Software Update. Please Wait..." This will be followed up with intermittent beeps.

**NOTE: If a USB flash drive with 3 (early built) update files on it is used, the update will take around 42 minutes. If the USB flash drive with only 1 file (late built) on it is used then the update should take 15 minutes.**

**NOTE: Vehicle built on or before October 21, 2012 are considered early built vehicle.**

21. After the update has been completed, the audio beeps will stop and the radio display will show a normal radio display.

**CAUTION: When updating an early built vehicle, the radio display screen will show a normal display between each update file. Do not proceed to the next step until all 3 files have been downloaded.**

**CAUTION: Do NOT remove the USB flash drive at this point, proceed to the next step.**

22. Press the phone button on the steering wheel.
23. Did the audio system play any of the following prompts: Uconnect Ready... beep, Ready... beep, or just an audible beep?
  - a. Yes >>> Remove the USB flash drive from the USB port and proceed to Step #26.
  - b. No >>> Proceed to Step #24.
24. Wait 2 minutes and press the phone button again.
25. Did the audio system play any of the following prompts: Uconnect Ready... beep, Ready... beep, or just an audible beep?
  - a. Yes >>> Remove the USB flash drive from the USB port and proceed to Step #26.
  - b. No >>> Remove the USB flash drive and perform normal diagnostics, the module may need to be replaced.
26. Verify that the CTM has been updated.
27. Press the phone button on the steering wheel.
28. After hearing a beep, say "Setup - Software Update"
29. Is software version B:01.06.24 being display on the radio screen?
  - a. Yes >>> This service bulletin has been completed.
  - b. No >>> Proceed to Step #30.
30. Is this the 2nd attempt to update the HFM?
  - a. Yes >>> Make sure the correct software is being used and try to download the file from the website again on to a new USB flash drive.
  - b. No >>> Flash the CTM again proceed to Step #18.

***POLICY:***

Reimbursable within the provisions of the warranty.



**TIME ALLOWANCE:**

**NOTE: Vehicle built on or before October 21, 2012 are considered early built vehicle.**

<b>Labor Operation No:</b>	<b>Description</b>	<b>Skill Category</b>	<b>Amount</b>
18-20-34-93	Module, Convergence Telematics (CTM), Inspect Software Level Only (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs
18-20-34-94	Module, Convergence Telematics (CTM), Inspect Software Level and Perform Software Update (Early Built Vehicle) (0 - Introduction)	6 - Electrical and Body Systems	0.8 Hrs
18-20-34-95	Module, Convergence Telematics (CTM), Inspect Software Level and Perform Software Update (Late Built Vehicle) (0 - Introduction)	6 - Electrical and Body Systems	0.3 Hrs
18-20-34-96	Module, Convergence Telematics (CTM), Software. Create USB Flash Drive, All CTM (One Time Only Each module year) (0 - Introduction)	6 - Electrical and Body Systems	0.2 Hrs

**NOTE: If the USB flash drive has 3 (early built) update files on it, the update should take 42 minutes. If the USB flash drive has only 1 file (late built) on it, the update should take 15 minutes.**

**FAILURE CODE:**

ZZ	Service Action
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