



Technical Service Bulletin

SUBJECT:			No: TSB-15-54-001
HANDS-FREE MODULE SOFTWARE UPDATE FOR "PHONEBOOK IS EMPTY" MESSAGE			DATE: February, 2015
			MODEL: See below
CIRCULATE TO:	<input type="checkbox"/> GENERAL MANAGER	<input checked="" type="checkbox"/> PARTS MANAGER	<input checked="" type="checkbox"/> TECHNICIAN
<input checked="" type="checkbox"/> SERVICE ADVISOR	<input checked="" type="checkbox"/> SERVICE MANAGER	<input checked="" type="checkbox"/> WARRANTY PROCESSOR	<input checked="" type="checkbox"/> SALES MANAGER

PURPOSE

Some customers may report that even after confirming their phone contacts have been transferred to the hands free module (HFM), the voice guidance advises "The phone book is empty" when they attempt to complete a call using voice commands.

The condition occurs when the HFM attempts a Bluetooth connection with a mobile phone while voice recognition is booting at the same time. If the Bluetooth connection completes before voice recognition completes, voice recognition cannot be used.

This TSB instructs the dealer to update the HFM software that allows voice recognition to complete before connection to the phone begins.

NOTE: The new HFM software also addresses the following conditions:

- The HFM cannot start after ACC ON
- The HFM cannot play music files without title
- Long load times when music files are played through a USB connection

AFFECTED VEHICLES

The following models equipped with FUSE Hands Free Link System

2010-2015 Outlander built before end of January, 2015
 2011-2015 Outlander Sport/RVR built before TBD
 2011-2015 Lancer built before December 23, 2014
 2011-2015 Lancer Sportback built before December 23, 2014
 2011-2015 Lancer Evolution built before December 23, 2014
 2014-2015 Mirage built from early February, 2014
 2012-2015 i-MiEV

ADDITIONAL INFORMATION

!! IMPORTANT !!:

Updating the software will cause the following to be erased from the HFM.

- Phonebook entry data
- Pairing data
- Voice training data

Please advise the customer of this before updating.





THIS TSB PROVIDES THREE (3) SEPARATE PROCEDURES. ONE FOR MMCS NAVIGATION, ONE FOR DISPLAY RADIO AND ONE FOR SINGLE CD RADIOS. PLEASE MAKE SURE YOU USE THE CORRECT PROCEDURE.

PROCEDURE

Check the Current Software Version



1. Wait at least 1 minute after starting the engine, then perform steps a – c within 10 seconds.
 - a. Press and hold the “hang-up” key () on the steering wheel for 2 seconds or longer.
 - b. Repeat step 1.
 - c. Press and release  for less than 1 second.
Voice guidance will announce the software version number.

For example: If the software version is 11.0.0, voice guidance announces “1”, “1”, “0”, “0.”

NOTE: Repeat steps a. – c. if no response is heard. It is not necessary to restart the engine.

If the software version is 9.0.0 or earlier, there is no response.

Special Equipment

The update procedure for all audio types requires a dedicated USB flash drive (a.k.a. thumb drive) formatted to FAT 32.



A USB version 2.0 Flash drive (thumb drive) with a minimum capacity of 1 Gb, formatted to FAT32 is required for this procedure. Formatting to FAT32 will erase all data from the flash drive. The flash drive must have no other files or folders saved to it.

Dealers must obtain a 2.0 flash drive locally. It should be dedicated to this procedure and be kept in a safe place to use when customers ask about any of the conditions mentioned in the PURPOSE section on page 1.

NOTE: Always use a flash drive from a known manufacturer. Some novelty and other lower quality flash drives may not function correctly for this procedure, even though formatted to FAT32. If you are unable to have the flash drive begin or complete the process, try a flash drive from a different manufacturer.

A. Download Update File from MDL

If you have a USB 2.0 flash drive with a previously downloaded “update.package” file saved to it, proceed direct to “Update the Vehicle’s FUSE Hands Free Link System” on page 7.

The software update file **CANNOT** be downloaded using the MDL access on your MEDIC. Downloading the file must be performed on a non-MEDIC PC.

!!! IMPORTANT !!!
Dealers must NOT provide software updates or instructions direct to customers.



2. On your PC desktop, create a new folder and title it "FUSE Update."
3. Open a web browser and access the MDL
 - a. From the MDL Main Page, choose "service" >> "Service Tech Resources"



4. In the LH column, click on "FUSE Update."



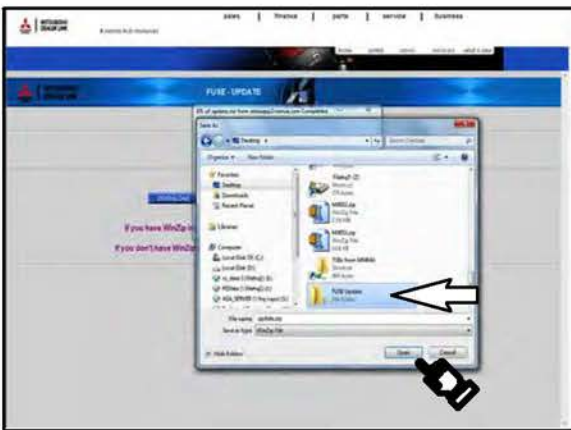
5. Click on the "DOWNLOAD" button



6. When the “FILE DOWNLOAD” window appears, click “Save.”

NOTE: A download progress window will appear. Do not click on the “Cancel” button.

The download progress window will close when the download is complete.



7. A “Save As” window will appear.

8. In the window, navigate to your new folder (e.g. “desktop/fuse update”) and click to select it.

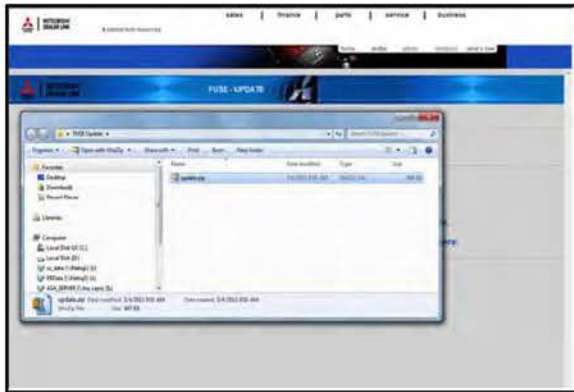
9. Click “Save” in the window.

NOTE: Keep a copy of the “update.zip” and “update.package” files on your PC in case your USB flash drive is lost or damaged.



10. A progress screen will appear. Depending upon your connection, it can take several minutes to download the file.

11. When advised “Download Complete,” click the “Open Folder” button.



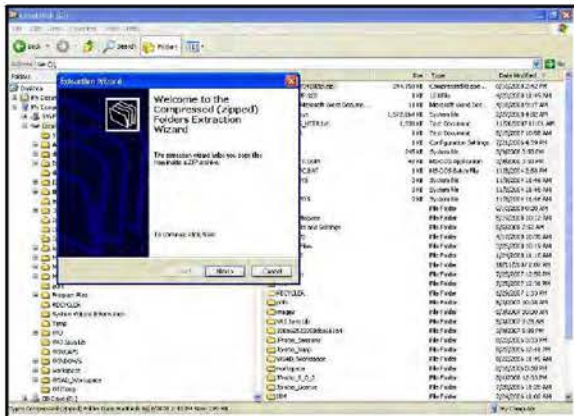
12. There are two ways to unzip the update file, depending on your Windows version and the program used to unzip the file.



a. If you have WINZIP loaded on your PC:

Right click on the file, select Winzip from the menu and select "Extract to here." This will unzip the file and place it in this folder.

Proceed to "B. Transfer File to USB Flash Drive."



b. If you do not have WINZIP loaded on your PC:

Right click on the file and select "extract all."

Follow the on-screen instructions to select the "FUSE update" folder you created earlier and extract the files to the new folder.



13. You now have both the "update.zip" and the "update.package" files saved on your PC.

!!! WARNING !!!

This procedure includes steps to determine the USB flash drive file format and re-format it to FAT32 if necessary. If you must re-format your USB flash drive MAKE SURE YOU DO NOT RE-FORMAT YOUR HARD DRIVE. On newer PCs, the C:\ drive usually contains the PC's operating system and the D:\ drive is usually the factory image backup. If you mistakenly select either of these drives, it will be re-formatted and all data on that drive will be erased.



B. Transfer File to a USB Flash Drive

1. Check your USB flash drive's format .
 - a. Connect your flash drive to a USB port on your PC.

NOTE: Your connection point may be different than shown. Refer to your PC's user's manual or contact the manufacturer for USB port location(s).

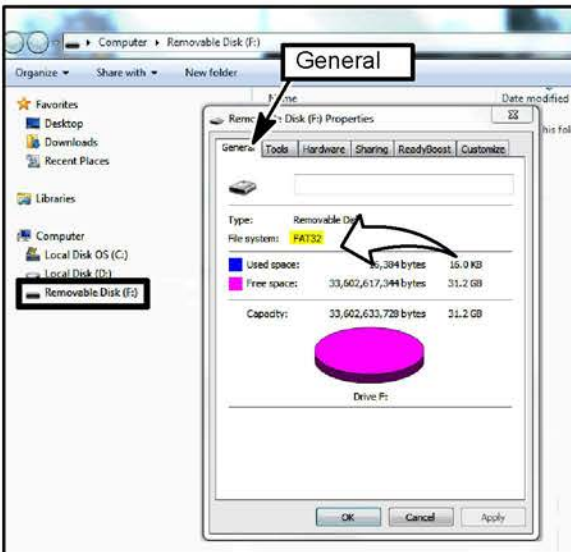
- b. Depending on your Windows version, a window may display with options. Select the option to "Open folder to view files."

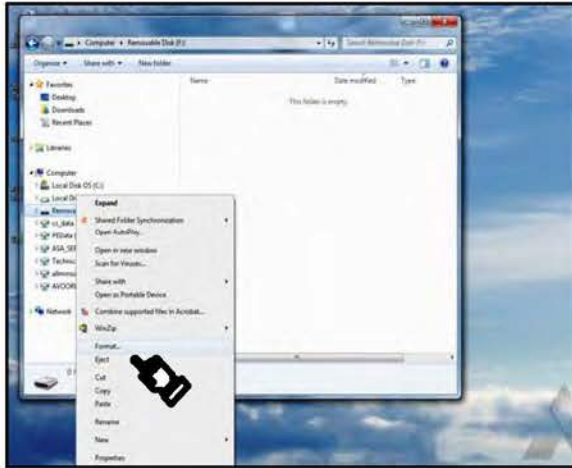
If you do not see the option window, open Windows Explorer. Right click on the "Start" button at the lower left corner of your screen. Depending upon your Windows version, click "Explore" or "Open Windows Explorer."

- c. A new window opens. Locate your flash drive (e.g. Removable Disk (G:)) in the left hand column.
 - d. Right-click on the drive and a menu will appear. Click "Properties" at the bottom of the menu.
 - e. The "Properties" window (shown) opens. Select the "General" tab at the top of the window.

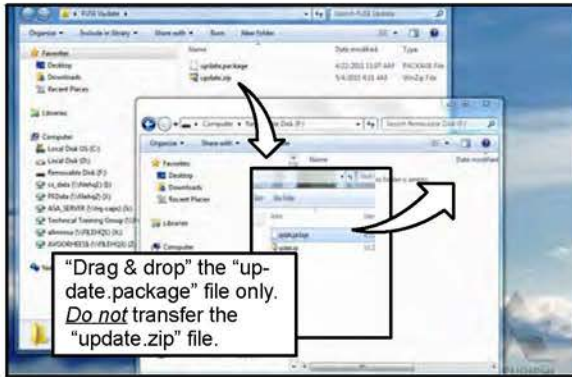
(1) If your flash drive is NOT formatted to FAT32, proceed to step 2. on page 7 for formatting instructions.

(2) If your flash drive is formatted to FAT32, re-formatting is not necessary. Proceed to step 3. on page 7.





2. Format the flash drive to FAT32 as follows:
 - a. In the left column of the Windows Explorer page, right-click your USB drive (i.e. "Removable drive") in the left hand column.
 - b. From the list, select "Format." A window for "Format" will appear.
 - c. **Confirm you have selected your removable flash drive.**



!!! WARNING !!!

Formatting erases all data from the selected drive. Make sure you select your USB Flash drive.

IF YOU SELECT YOUR HARD DRIVE (i.e. Local Disk (D:)), IT WILL BE ERASED AND REFORMATTED. MAKE SURE YOU DO NOT SELECT YOUR LOCAL HARD DRIVE!!

- d. Select "FAT32" in the list for "File system", and press the "Execute" button.

NOTE: Formatting the USB flash drive will take several minutes.

3. Open the source (FUSE update) folder, click and hold the "update.package" file and drag it to the USB flash drive.



4. When the transfer is complete, click the "Safely Remove Hardware" icon from the system tray at the bottom right of your computer screen. Remove the USB flash drive from your PC when advised it is safe to do so.

C. Update the Hands Free Module

Click the link to be taken to the software update procedure for your audio system:

[MMCS Navigation](#)

[Display Audio](#)

[Single CD Audio](#)

SOFTWARE UPDATE PROCEDURES

The following information is updated with the new software:

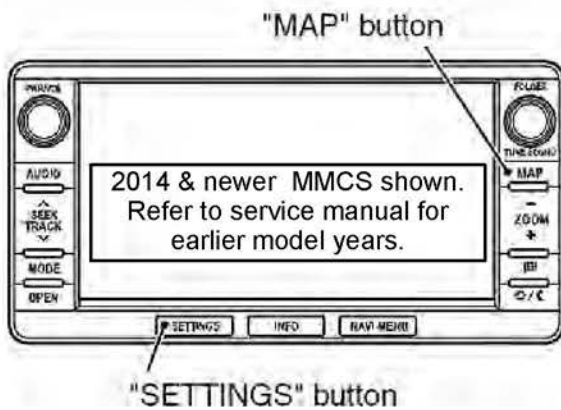
- HFM part number
- HFM software version
- Gracenotes database version

NOTE: Updating the software version using this procedure returns all settings to factory defaults. The following is deleted:

- Phonebook entry data
- Pairing date
- Voice training data

Advise the customer to refer to the owner's instructions to re-enter this information.

MMCS Navigation



1. Start the engine and turn the radio ON. Wait several seconds until the OK button appears on the screen. Turn the volume down to a very low level.
2. Touch the OK button.
3. Plug the flash drive with the updated software into the USB connector.

CAUTION

Do not remove the flash drive or turn the engine off during the update.

4. For 2014 and newer models, simultaneously press and hold the MAP and SETTINGS buttons until the service screen is displayed (approximately 3.5 seconds). For earlier model years refer to Group 54A – Chassis electrical -> HFM in the service manual.
5. Touch "Hands Free Module."

Service	
Present Position Revision	Versions Indication
Unit Diagnosis	GPS Time Setting
Monitor Adjustment	Hands Free Module
Camera Setting	Radio Information
Versions Log Information	Car Type Setting
Previous Next Back	

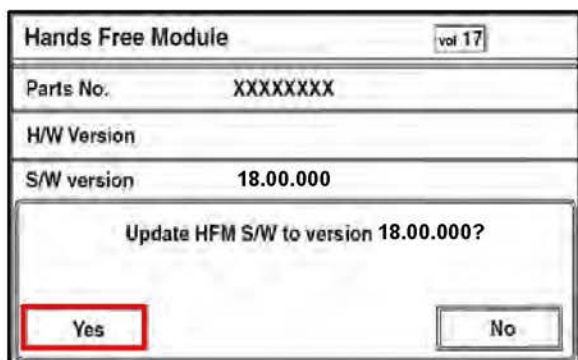


6. If update software is available the “S/W Update” button is displayed. Touch the button to continue.

If the “S/W Update” button is not displayed:

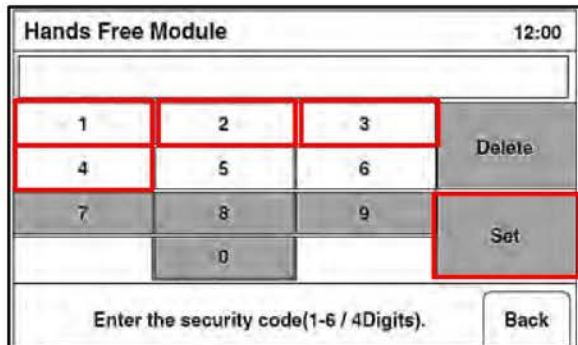
- The module is at the latest software version.
- The software on the flash drive is invalid or missing.
- Some flash drives are not compatible with this procedure, even though formatted to FAT 32. Obtain a flash drive from a reputable, quality brand and retry.

Recheck the software is present on the drive and re-download if necessary.

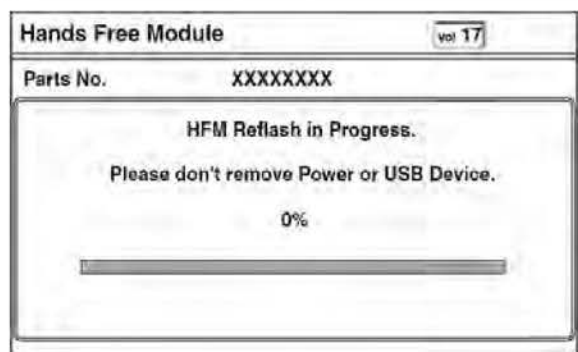


7. Touch the “Yes” button.

NOTE: In some cases, version 18.00.000 may not be displayed. If this occurs, touch the “Yes” button to continue.



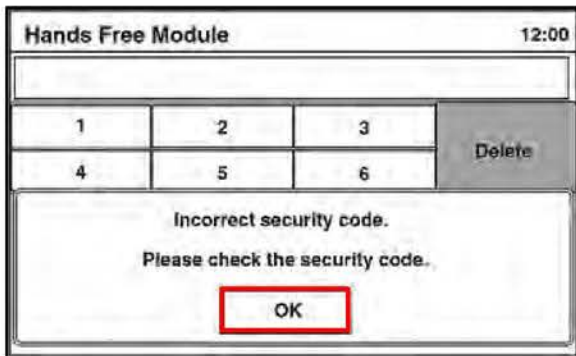
8. The Security Code Input screen is displayed. Enter the 4 digit code (1, 2, 3, 4) by touching the buttons, then touch set.



9. If you entered the correct code, a progress screen will display.

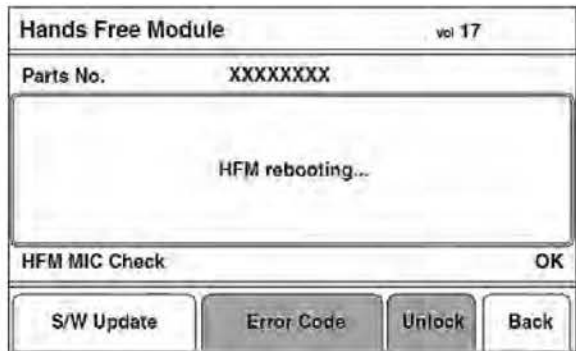
IMPORTANT:

- Do not remove the flash drive
- Do not turn power off.

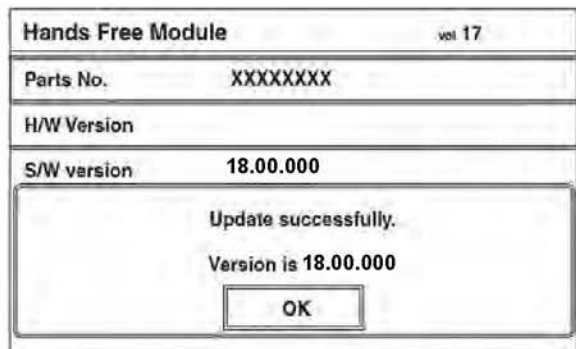


If an Incorrect Security Code screen is displayed, touch "OK."

The display will return to the Security Code Input screen (step 8). You must wait 5 minutes to re-enter the code.

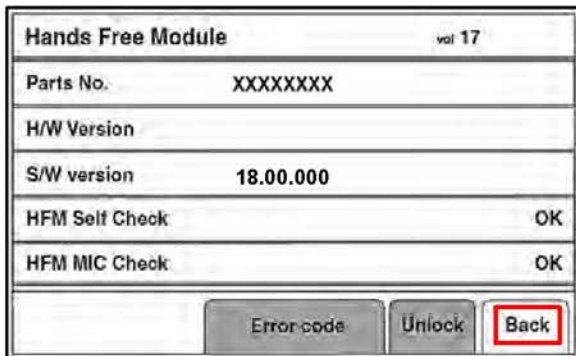


10. Do not press any audio control buttons while this screen is displayed.



11. This screen will display if the HFM is updated successfully.

NOTE: In some cases, version 18.00.000 may not be displayed. If this occurs, touch the "OK" button to continue.



12. Confirm the software version is 18.00.000

13. Touch the Back button to return to the "Service" menu.

14. From the "Service" menu, touch the Back button to exit.

15. If the software updated is unsuccessful:

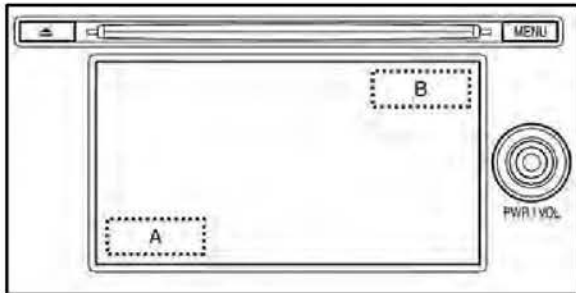
- a. Turn of the engine.
- b. Redo step 3: Plug the flash drive with the updated software into the USB connector, then return to step 3

CAUTION

Do not remove the flash drive or turn the engine off during the update.

- c. Start the engine and turn the radio ON. Wait several seconds until the OK button appears on the screen. Turn the volume down to a very low level.
 - d. 2Touch the OK button when it is displayed.
 - e. The update process will start automatically. Wait 10 minutes.
 - f. Redo step 4: Simultaneously press and hold the MAP and SETTINGS buttons until the service screen is displayed (approximately 3.5 seconds).
 - g. Redo step 5: Touch “Hands Free Module.”
 - h. Redo step 13: Confirm the software version is 18.00.000.
 - i. Redo step 14: Touch the Back button to return to the “Service” menu.
 - j. Redo Step 15: From the “Service” menu, touch the Back button to exit.
16. If the software fails to update after performing step 15a — 15i, try a USB flash drive from a different manufacturer. If the software still fails to update, replace the Hands Free ECU.
17. Check the HFM version and update to 18.00.000 if necessary.

Display Audio

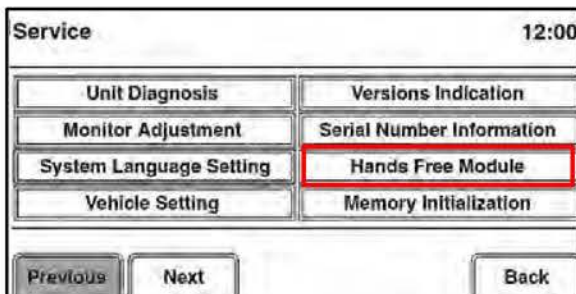


- 1. Start the engine and turn the radio ON. Wait several seconds until the radio is playing. Turn the volume down to a very low level.
- 2. Plug the flash drive with the updated software into the USB connector.

CAUTION

Do not remove the flash drive or turn the engine off during the update.

- 3. Press and hold the MENU button. While holding it, touch area “A,” then “B” of the screen The service screen will display after 2 seconds. Release the MENU button.
- 4. Touch “Hands Free Module.”



Hands Free Module		VOL 17	12:00
Parts No.	XXXXXXXX		
H/W Version			
S/W Version	XX.XX.XXX		
HFM Self Check	OK		
HFM MIC Check	OK		
S/W Update	Error Codes	Back	

5. If update software is available the "S/W Update" button becomes "active." Touch the button to continue.

- If the "S/W Update" button is not displayed:
- The module is at the latest software version.
 - The software on the flash drive is invalid or missing.

Recheck the software is present on the drive and re-download if necessary.

Hands Free Module		VOL 17	12:00
Parts No.	XXXXXXXX		
H/W Version			
S/W Version	XX.XX.XXX		
Update HFM S/W to version 18.00.000?			
Yes		No	

6. Touch the "Yes" button.

Hands Free Module		12:00	
1 2 3 4			
1	2	3	Clear
4	5	6	Enter
7	8	9	
0			
Enter the security code (1-6 / 4 Digits)			Back

7. The Security Code Input screen is displayed. Enter the 4 digit code (1, 2, 3, 4) by touching the buttons, then touch "Enter."

Hands Free Module		12:00	
1 2 3 4			
HFM Reflash in Progress. Please don't remove Power or USB Device.			
0%			
<input type="text"/>			
Enter the security code (1-6 / 4 Digits)			Back

8. If you entered the correct code, a progress screen will display.

IMPORTANT:

- **Do not remove the flash drive**
- **Do not turn the radio or ignition switch OFF**

Hands Free Module		12:00	
1 2 3			
4 5 6			Delete
Incorrect security code. Please check the security code.			
OK			

If an "Incorrect security code" screen was displayed, after step 8, this screen will display. Touch "OK."

There are two causes for failure:

- The update takes more than 10 minutes.
- An error message is shown.

If this occurs, proceed to step 16.

Hands Free Module		vol 17
Parts No.	XXXXXXXX	
H/W Version		
S/W version	18.00.000	
Update successfully. Version is 18.00.000 <input type="button" value="OK"/>		

9. If the software update is successful, the system will restart and this screen will display.

Confirm Version 18.00.000

10. Touch OK to return to the Hands Free Module screen.

Hands Free Module		vol 17	12:00
Parts No.	XXXXXXXX		
H/W Version			
S/W Version	XX.XX.XXX		
HFM Self Check	OK		
HFM MIC Check	OK		
Error Code		<input type="button" value="Back"/>	

11. Confirm Version 18.00.000 is displayed in the S/W Version field.

12. Touch the Back button to return to the Service screen.

13. Touch the Back button to exit the Service screen.

14. Remove the USB flash drive.

15. Turn the ignition switch to OFF.

16. If the software updated is unsuccessful:

- a. Turn off the engine.
- b. Redo step 2: Plug the flash drive with the updated software into the USB connector.

CAUTION

Do not remove the flash drive or turn the engine off during the update.

- c. Redo step 1:
 1. Start the engine and turn the radio ON. Wait several seconds until the OK button appears on the screen. Turn the volume down to a very low level.
- d. Touch the OK button when it is displayed.
- e. The update process will start automatically. Wait 10 minutes.
- f. Redo step 3: Press and hold the MENU button. While holding it, touch area "A," then "B" of the screen. The service screen will display after 2 seconds. Release the MENU button.
- g. Redo step 4: Touch "Hands Free Module."
- h. Redo step 11: Confirm the software version is 18.00.000.
- i. Redo step 12: Touch the Back button to return to the "Service" menu.
- j. Redo Step 13: From the "Service" menu, touch the Back button to exit.

17. If the software fails to update after performing step 16a — 16i, try a USB flash drive from a different manufacturer. If the software still fails to update, replace the Hands Free ECU.

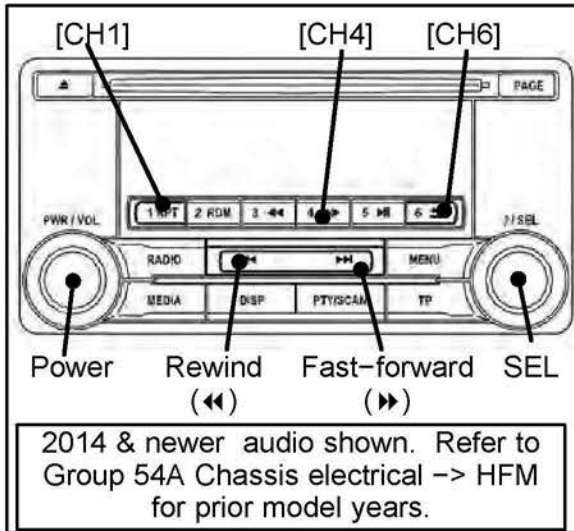
18. Check the HFM version and update to 18.00.000 if necessary.

Single CD Audio & 2011-2013 CD/CD Changer Audio

1. Start the engine and turn the radio ON. Wait several seconds until the radio begins playing. Turn the volume down to a very low level.
2. Plug the flash drive with the updated software into the USB connector.

CAUTION

Do not remove the flash drive or turn the engine off during the update.

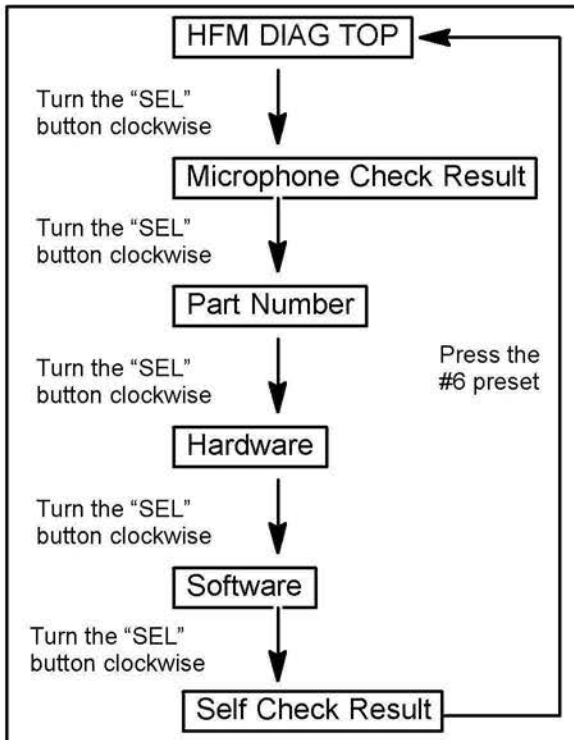


3. Press the "Power" button to turn the radio off.
4. For 2014 & newer models, press the following control buttons in order within 60 seconds of step 1. Refer to Group 54A Chassis electrical -> HFM for prior model years.

- (1) #1 preset button
- (2) Rewind button (◀◀)
- (3) Fast forward button (▶▶)
- (4) #4 preset button

5. "DIAG MODE" is displayed

Turn the "SEL" button clockwise to display "HFM DIAG."
 When the "SEL" button is pressed while "HFM DIAG" is displayed, "HFM DIAG TOP" is displayed.



6. Confirm the software version as follows:
 Turn the "SEL" button clockwise to display the software version.

The Software Version should be less than Ver. 18.00.000

7. Press the #6 preset to return to "HFM DIAG TOP" after confirming the S/W version
8. With "HFM DIAG TOP" displayed, press the SEL button.

If the system recognizes there is a software update to be applied, "Delete HFM" will be displayed.

9. The audio display will change to "CODE."

10. Press in order:
 #1 preset
 #2 preset
 #3 preset
 #4 preset

If entered correctly, the update starts automatically.

11. If the update is successfully completed, the system will restart. When "UPDATE COMP" is displayed, press the #6 preset to return to "HFM DIAG TOP."

12. Confirm the software version is now 18.00.000.
13. Press the POWER button to exit DIAG mode and complete the update.
14. If the software fails to update, turn off the engine, remove the flash drive and reinsert it, turn the ignition switch to the ON position. The update process will start automatically.
15. Wait 10 minutes the perform steps #3 through #6 again.
16. If the software still fails to update, try a USB flash drive from a different manufacturer. If the software still fails to update, replace the Hands Free ECU.
17. Check the HFM version and update to 18.00.000 if necessary.

WARRANTY INFORMATION

This bulletin is supplied as technical information only and is not an authorization to repair. If an affected vehicle is reported with the described condition, diagnose the condition, repair as described in this TSB and submit a normal warranty claim.

HFM Software Update

Nature Code: 99D

Cause Code: 590

Labor Operation No.: 547047 HP

Time Allowance: 0.5 hr.

Warranty Coverage: **Basic Coverage**